Thank you to our sponsors who enhance the event experience through support of attendee activities.
Welcome to EDUCAUSE Connect!

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.

EDUCAUSE is a nonprofit membership association created to support those who lead, manage, and use information technology to benefit higher education. A comprehensive range of resources and activities is available to all EDUCAUSE members. For more information about EDUCAUSE, including membership, please contact us at info@educause.edu or visit educause.edu.
ON-SITE CONNECTIONS

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

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

PARTICIPANT LIST
Use the list of your fellow participants as a way to find or connect with peers and sort by their designated interests or geographic location: educause.edu/EC143/Registration-List. For noncommercial use by event participants only; login required.

RECEPTION
Wednesday, 5:00–6:30 p.m. | Harborside 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—Build Your Professional Network!
Earn beads by completing missions on-site and exchanging beads in sessions. The more beads you accept, the more “CONNECTions” you’ll make with colleagues, increasing your access to expertise across the higher education IT community. Pick up your starter beads and the full game rules at the Bead Game table near registration. Can you reach 25 new connections by the end of the 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 Harborside 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/EC143/Agenda.

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

MOBILE APP
Provided by campusM, Bronze Partner
Download the 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.

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

SESSION RESOURCES
All content leaders are invited to upload their session resources, including slides, videos, handouts, etc., to its listing in the online agenda, available to participants through the EDUCAUSE Connect Baltimore 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.
CONNECT LEARNING TRACKS

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

**ELEVATE YOUR GAME/CAREER DEVELOPMENT**
**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, learn 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.

**ONLINE LEARNING**
**RED TRACK**

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

**ADDITIONAL EXPERIENCES ON-SITE**

**CIO ROUNDTABLE**

*Sponsored by lynda.com, Silver Partner*

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

**EDUCUSE INSTITUTE NEW IT MANAGERS PROGRAM**

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

**CAREER COACHING**

Individual and group opportunities will be available for those seeking advice on workplace issues or their own careers. Browse the program for Elevate Your Game/Career Development track sessions and luncheon roundtables for additional mentoring opportunities.

**CONNECT THROUGHOUT THE YEAR**

Engage in many ways with your EDUCUSE 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 eduseau.edu/Events.
2. **Serve on a Program Committee:** Find information on program committees at eduseau.edu/Committees.
3. **Contribute as a Session Proposal Reviewer, Convener, or Photographer:** Click the “Volunteer Now” button at the bottom of eduseau.edu/Volunteer.
4. **Participate in an EDUCUSE Live! Webinar:** Information and schedule can be found at eduseau.edu/Live.
5. **Explore Professional Development Opportunities:** Constituent groups, mentoring, Institute programs, a Career Center, conferences, and more are outlined at eduseau.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

Robert E. Cape
Senior Vice President/CIO
College of Charleston

Lisa Caughron
IT Services Coordinator
Illinois Wesleyan University

Chris Clark
Director, ITS Learning Spaces
The University of Iowa

Marianne Colgrove
Deputy CIO
Reed College

Joel P. Cooper
Chief Information Technology Officer
Swarthmore College

Cynthia Dooling
Director, IT
Pima County Community College District

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

Barbara Draude (Baltimore Team Co-Chair)
Assistant Vice President for Academic and Instructional Technologies
Middle Tennessee State University

Jayne Edge
Vice President of Marketing
Jenzabar

Michael D. Erickson (Core Chair)
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

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

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

Carol Kondrach
Associate Vice President, OIT
Rider University
<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathy Kral</td>
<td>CIO, University of West Georgia</td>
</tr>
<tr>
<td><strong>Greg Kraus</strong></td>
<td>University IT Accessibility Coordinator, North Carolina State University</td>
</tr>
<tr>
<td>Lauren Marsh</td>
<td>Educational Technology Consultant, Office of Information Technology, University of Minnesota</td>
</tr>
<tr>
<td><strong>Heather McCullough</strong></td>
<td>Head, Digital Scholarship, University of North Carolina Charlotte</td>
</tr>
<tr>
<td>John W. McGuthry</td>
<td>CIO, California State Polytechnic University, Pomona</td>
</tr>
<tr>
<td><strong>Shawn McReynolds</strong></td>
<td>CIO, Wytheville Community College</td>
</tr>
<tr>
<td>Cathy McVey</td>
<td>Senior Director for IT Communications and Relationship Management, Miami University</td>
</tr>
<tr>
<td><strong>Mary Molinaro (Chicago Team Co-Chair)</strong></td>
<td>Associate Dean for Library Technologies, University of Kentucky</td>
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<tr>
<td>Brian Paige (Chicago Team Co-Chair)</td>
<td>Director, Information Technology, Calvin College</td>
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<tr>
<td>Oscar Ramos</td>
<td>Executive Director, Technology Services, Lone Star College System</td>
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<tr>
<td><strong>Betsy Tippens Reinitz (Portland Team Co-Chair)</strong></td>
<td>Director, Administrative IT Programs, EDUCAUSE</td>
</tr>
<tr>
<td>Roberta M. Roth</td>
<td>Communications Officer, Nevada System of Higher Education</td>
</tr>
<tr>
<td>Jim Russell</td>
<td>Academic Integration Manager, City University of New York</td>
</tr>
<tr>
<td>Nadine Stern (Core Vice Chair)</td>
<td>Associate CIO, Princeton University</td>
</tr>
<tr>
<td><strong>Karen Swift</strong></td>
<td>Associate Director, IT, Rutgers, The State University of New Jersey/Newark</td>
</tr>
<tr>
<td>Elizabeth A. Thomas</td>
<td>Assistant Vice President, Technology Administration and Project Management, Roosevelt University</td>
</tr>
<tr>
<td>Sheri Thompson</td>
<td>IT Planning and Communications Officer, Louisiana State University</td>
</tr>
<tr>
<td><strong>Sue Traxler</strong></td>
<td>Assistant Vice Chancellor for Information Technology/CIO, University of Wisconsin–Platteville</td>
</tr>
<tr>
<td>Patrick Wagman</td>
<td>IT Program Manager, University of Georgia</td>
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<tr>
<td><strong>Mark S. Walbert</strong></td>
<td>Associate Vice President for Academic Technologies, Illinois State University</td>
</tr>
<tr>
<td>Beth Forrest Warner</td>
<td>Associate Director for Information Technology (Libraries), The Ohio State University</td>
</tr>
<tr>
<td><strong>Bill White (Baltimore Team Co-Chair)</strong></td>
<td>CIO, Valencia College</td>
</tr>
<tr>
<td>Sherri Yerk-Zwickl</td>
<td>Director of Project Management and Web and Mobile Services, Lehigh University</td>
</tr>
</tbody>
</table>
TRACK FACILITATORS

ELEVATE YOUR GAME/CAREER DEVELOPMENT (GREEN)

**Randall Alberts**  
Assistant Director, Project Management  
Ringling College of Art and Design

**Kathleen Murphy**  
Service Manager  
University at Buffalo–SUNY

ENTERPRISE SYSTEMS/ADMIN IT/CLOUD (BLUE)

**Mark Six**  
Executive Director, Office of Information Technology  
West Virginia University

**Nicole Westrick**  
Senior Manager, Non-Credit Operations and Technical Support  
Temple University

MOBILE/BYOE (YELLOW)

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

**Jim Russell**  
Academic Integration Manager  
City University of New York

ONLINE LEARNING (RED)

**Kelvin Bentley**  
Associate Vice President of eLearning and Innovation  
Cuyahoga Community College

**Cynthia M. Hadden**  
Deputy CIO and Executive Director, UIS  
Louisiana State University

MENTORS

**Param Bedi**  
Vice President for Library and Information Technology  
Bucknell University

**Robert E. Cape**  
Senior Vice President/CIO  
College of Charleston

**Joel Cooper**  
CITO  
Swarthmore College

**Joy Hatch**  
Vice Chancellor, ITS  
Virginia Community College System

**Bill Hogue**  
Vice President for Information Technology and CIO  
University of South Carolina

**Carol Kondrach**  
Associate Vice President, Information Technology  
Rider University

**Joanne Kossuth**  
Vice President for Operations and CIO  
Franklin W. Olin College of Engineering

**Peter Murray**  
CIO/Vice President  
University of Maryland, Baltimore

**Lori Rounds**  
Director of IT Academic Technologies and Support Services  
Montgomery College

**Jack Suess**  
Vice President for Information Technology/CIO  
University of Maryland, Baltimore County

**Steve Terry**  
Director of Enterprise Applications  
Denison University

**Nicole Westrick**  
Senior Manager, Non-Credit Operations and Technical Support  
Temple University

**Bill White**  
CIO  
Valencia College
Patricia Beblowski  
Information Systems Coordinator  
Georgia Southern University

William Bennett  
Director, Instructional Technology Center and Educational Networks  
Bluefield State College

Jeff Berliner  
Manager of Computing  
Institute for Advanced Study

Carla Bircklebaw  
Director of Client Services  
Illinois State University

Paula Brossard  
IT Infrastructure Project Manager  
University of Wisconsin–Milwaukee

John Davies  
Technology Officer  
University of Maryland

John Dixon  
Chief Information Officer  
Francis Marion University

Devaki B. Ginde  
Senior Manager, Packaged Solutions and Integration  
Princeton University

Patrick J. Gossman  
Deputy CIO  
Wayne State University

Todd Jensen  
Learning Spaces Manager  
University of Nebraska–Lincoln

Jessica Knott  
Instructional Designer  
Michigan State University

Ariana Lewis  
Senior Help Desk Analyst  
Loyola University Chicago

Trina Marmarelli  
Director, Instructional Technology Services  
Reed College

Ericka Mendez  
IT Project Manager  
University Information Technology Services  
University of Wisconsin–Milwaukee

Jeanne Mrak  
Senior Technology Training and Development Specialist  
Princeton University

Steven M. Sather  
Associate CIO and Director, Support Services  
Princeton University

Beth Schaefer  
Director of Client Services  
University of Wisconsin–Milwaukee

Leila Shahbender  
Senior Manager, Customer Service  
Princeton University

Holly Shiflet  
Learning Solutions Consultant  
John Wiley & Sons

Carol L. Smith  
Chief Information Officer  
DePauw University

Carol E. Williams  
Senior IT Project Manager  
Princeton University

Barbara Zirkin  
Associate Dean, Distance Learning  
Stevenson University
<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Activity</th>
<th>Location</th>
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<tr>
<td>7:30 a.m.–5:00 p.m.</td>
<td>Registration Desk Open</td>
<td>Harborside Ballroom Foyer</td>
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<tr>
<td>7:30 a.m.–5:00 p.m.</td>
<td>Connect Lounge Open</td>
<td>Kent</td>
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<tr>
<td>8:00–9:00 a.m.</td>
<td>Networking Breakfast</td>
<td>Harborside Ballroom CDE</td>
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<tr>
<td>8:00–8:50 a.m.</td>
<td>Welcome Session</td>
<td>Harborside Ballroom CDE</td>
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<tr>
<td>9:00–9:30 a.m.</td>
<td>General Session: Humanizing Work by Embracing Our Failures</td>
<td>Harborside Ballroom CDE</td>
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<tr>
<td>9:30–10:15 a.m.</td>
<td>Elevate Your Game/Career Development</td>
<td>Harborside Ballroom A</td>
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<td>10:30–11:30 a.m.</td>
<td>Elevate Your Game/Career Development</td>
<td>Harborside Ballroom A</td>
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<tr>
<td>11:45 a.m.–12:30 p.m.</td>
<td>Elevate Your Game/Career Development</td>
<td>Harborside Ballroom A</td>
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<tr>
<td>12:30–1:30 p.m.</td>
<td>Lunchtime Roundtable Discussions</td>
<td>Harborside Ballroom CDE</td>
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<tr>
<td>1:30–2:15 p.m.</td>
<td>Elevate Your Game/Career Development</td>
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<tr>
<td>2:30–3:15 p.m.</td>
<td>Elevate Your Game/Career Development</td>
<td>Harborside Ballroom A</td>
</tr>
<tr>
<td>3:15–3:45 p.m.</td>
<td>Networking Break and Connect with EDUCAUSE</td>
<td>Harborside Ballroom Foyer</td>
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<td>3:45–5:00 p.m.</td>
<td>Idea Storm: Gamify and Apply</td>
<td>Harborside Ballroom CDE</td>
</tr>
<tr>
<td>5:00–6:30 p.m.</td>
<td>Reception</td>
<td>Harborside Ballroom Foyer</td>
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Tuesday

4:00–6:00 p.m.

Registration Desk Open
HARBORSIDE BALLROOM FOYER

6:00–7:00 p.m.

Connect Lounge Open
KENT

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.

Wednesday

7:30 a.m.–5:00 p.m.

Registration Desk Open
HARBORSIDE BALLROOM FOYER

Connect Lounge Open
KENT

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
LAUREL CD

Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Jeffrey C. Cepull, Vice President and CIO, Philadelphia University; Robert F. German Jr., Project Director, New Financial Model, University of Virginia

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.

9:00–9:30 a.m.

Welcome Session
HARBORSIDE BALLROOM CDE

Julie K. Little, Vice President, Teaching, Learning, and Professional Development, and Tracy Petrillo, Chief Learning Officer, EDUCAUSE

Join us for a welcome to Connect, an overview of EDUCAUSE, and a discussion of the new Connect learning format.

9:30–10:15 a.m.

General Session

Humanizing Work by Embracing Our Failures
SPONSORED BY BROCADE
HARBORSIDE BALLROOM CDE

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?” Learn about 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
HARBORSIDE BALLROOM FOYER

10:30–11:30 a.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development

Urgent: Your Attention Is Required!
Connecting Your E-Mail with Your Audience
HARBORSIDE BALLROOM A

Carol E. Williams, Senior IT Project Manager, Princeton University

In today’s workplace environment, many people rely exclusively on e-mail as a communication channel for both sending and receiving messages. Receivers, often inundated with e-mail, are selective about what they read and must constantly establish priorities for reviewing, reading, and discarding e-mail. In this session, we will explore strategies that will significantly increase the chances that your e-mail message will connect with your audience. We will review examples, discuss participant reactions and experiences with effective commu-
communication, and determine good practices to use when sending e-mail communication.

**Outcomes:** Discover how e-mail can hinder or help establish a connection with your audience • Identify ways to increase the chances that your message will get attention • Understand when to use e-mail as one of several strategies to inform, promote, or obtain action

**Enterprise Systems/Admin IT/Cloud**

**Resource and Staffing for Cloud Computing: How Is Your Workforce Evolving to Meet This New Environment?**

**LAUREL AB**

Thomas Dugas, Associate Director of Global IT Services, Carnegie Mellon University; Harris Otubu, Senior Technology Consultant, Princeton University

Cloud computing is changing the IT workforce and the skills and abilities needed to meet this new technology environment. IT leaders, managers, and staff are looking to determine ways and paths to evolve their resources, especially since most are working with flat or declining budgets. This session will talk about methods and practices that will empower institutions to build a staffing plan that will help them prepare for cloud computing while still maintaining their in-house systems and applications. This session will utilize information from the EDUCAUSE Cloud Computing Constituent Group as well as the Internet2 Cloud Services Working Group (CSWG).

**Outcomes:** Determine what skills, abilities, and attributes of an IT workforce can meet the needs for cloud computing • Discover methods and practices that others have used to build teams for cloud computing support • Identify partnership and collaborative opportunities in your own organization to build a cloud strategy and operation

**Mobile/BYOE**

**Lynn University Goes Mobile! Transforming Teaching and Learning by Integrating Mobile into the Curriculum**

**ESSEX**

Christian Boniforti, CIO, and Michael Petroski, Associate Professor and Faculty Development Coordinator, Lynn University

Lynn University launched an iPad initiative in the fall of 2013, issuing over 700 iPad minis to the freshman class and some upperclassmen. All full-time faculty were trained, and select faculty went through intensive faculty development sessions. Nine courses were converted to iTunes U, and customized books were created by our faculty for each of the courses. This initiative has allowed our institution to appreciate and understand how mobile technologies can impact and help transform our teaching and learning environment and student experience.

**Outcomes:** Gain insight from our mobile deployment • Discover faculty development strategies and faculty incentives for revamping and digitizing course work • Explore financial models and deployment strategies and develop assessment strategies

**Online Learning**

**Managing Group Work Online for Collaboration, Assessment, and Lifelong Learning Skills**

**HARBORSIDE BALLROOM B**

Lujean Baab, Senior Director, Networked Learning Design and Strategies, Virginia Tech

Project-based learning allows students to develop and apply lifelong collaborative online learning skills. While valuable, managing group work online can be a challenge. This session will share strategies and design of this project-based small group collaborative assignment that was successful both in student achievement of learning objectives and in developing skills for online collaborative work. The design principles and assessment strategies used can be adopted for other online courses regardless of enrollment size. In this session, participants can discover the details and research results, discuss the process, and collaborate to contribute data from further practice and research.

**Outcomes:** Discover a model for creating a group-work project-based assignment for online courses • Explore a model for assessing group work online • Investigate an opportunity to collaborate and contribute data to research

10:30 a.m.–12:30 p.m.

**New IT Managers Program**

**Interpersonal Communication**

**LAUREL CD**

Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Jeffrey C. Cepul, Vice President and CIO, Philadelphia University; Robert F. German Jr., Project Director, New Financial Model, University of Virginia

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

Breaking the Boxes: Career Development in a Distributed Support Environment
HARBORSIDE BALLROOM A

Jason Oliver, Systems Engineer, Fred Thomsen, IT Director, Krieger School of Arts and Sciences, Mike Vanschoorisse, IT Coordinator of Administrative Offices and Special Projects, Clayton Haywood, Systems Engineer, and Kenneth Rutledge, Systems Engineer, The Johns Hopkins University

There are a wide variety of computing organization models in academia, some highly centralized and others much more decentralized. For institutions with numerous divisions with varied needs, a distributed support model makes sense, providing the responsiveness that faculty, staff, and students require and creating the opportunity to maximize limited resources. However, IT staff remain at risk to the twin dangers of stagnation and burnout. How do we address the challenges to provide career development for distributed staff to help increase job satisfaction and reduce turnover while also enhancing client services?

Outcomes: Explore a framework for organizational and individual development • Distinguish a context for considering service profiles by identifying gaps in service and the appropriate scale for solutions • Recognize the nontechnical challenges likely to be encountered

Enterprise Systems/Admin IT/Cloud

External Security Assessment 24/7, on a Budget: Are Your Campus and Cloud Providers Secure on an Ongoing Basis?
LAUREL AB

Rebecca Sandlin, CIO, and Brad Stone, Network and Information Security Architect, Roanoke College; Shana Bumpus, Senior Information Security Analyst, Virginia Community College System; and Shawn McReynolds, CIO, Wytheville Community College

CIOs and CISOs will lead a discussion about the new campus information security climate. There appears to be an increasing interest in different aspects of data security, including the cloud, from IT customers. What are the best ways for understaffed and underbudgeted IT staffs to provide the data that our customers want? Part of this session will be a lively facilitated interactive discussion with attendees to find out what other institutions are experiencing and how they are responding so all the participants can help each other develop innovative ways to cope with new demands.

Outcomes: Recognize how to stay ahead of an emerging trend, including worrying about the security of cloud providers on an ongoing basis • Explore tools that can measure external security as or before needed • Discover what institutions are doing to set and forget external security monitoring on a budget

Mobile/BYOE

Mobile: The Role of Mobile/Social Media for Students
ESSEX

Joy Hatch, Vice Chancellor, ITS, and Jeffrey Kraus, Assistant Vice Chancellor for Public Relations, Virginia Community College System

Your students are using more mobile and social networks than anyone imagined only a few short years ago. The quandary is trying to “reach them where they are” and still be effective with your mobile/social media strategy. What is the role of mobile and/or social media in connecting with students? How can this be used effectively to reach students?

Outcomes: Learn how students are using mobile/social media • Identify mobile/social strategies to better reach your students • Create plans to “listen” to your students and incorporate them into new mobile/social initiatives

Online Learning

How Do You Prepare Your Faculty? What’s Working, What’s Not, and What to Do?
HARBORSIDE BALLROOM B

Ruth Newberry, Consultant; Harriette L. Spiegel, Instructional Specialist II, University of Tennessee at Martin

Additional project contributor: Cristi D. Ford, Director, Research Academy for Integrated Learning, University of the District of Columbia

With institutional pressures to grow online enrollments and meet retention goals, student learning outcomes, and accreditor demands, having faculty who are well versed in pedagogy, technology, accessibility issues, and management of online instruction and who are able to offer rigorous, engaging courses is a necessity and an ongoing challenge. In this interactive session, we will analyze our models for success, offering insight into what strategies continue to work well, which ones do not, and what “new” challenges are emerging, and engage participants in generating a rubric for evaluating their faculty preparation models.

Outcomes: Explore a basic framework for designing, implementing, and evaluating a faculty certification program on your campus • Investigate basic challenges that can be detrimental to the program’s growth and sustainability • Discover strategies for building support, capacity, and scalability for the program, the unit delivering the program, and the campus
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**

**How to Hire the Best People**
Kathy Kral, CIO, University of West Georgia

**Leading Change from Where You Are**
Carol Kondrach, Associate Vice President, OIT, Rider University

**Managing Relationships**
Barbara Draude, Assistant Vice President for Academic and Instructional Technologies, Middle Tennessee State University

**Mentoring**
Patrick Wagman, IT Program Manager, University of Georgia

**Negotiation Skills**
Karen Swift, Associate Director, IT, Rutgers, The State University of New Jersey-Newark

**Enterprise Systems/Admin IT/Cloud**

**Building for Business Intelligence**
David Skica, Director of IT, Loyola University Maryland

**Cloud Solutions**
Ken Ingle, CIO (IITS Department), Rowan-Cabarrus Community College

**Moving Your Voice Communications to the Cloud**
John Hird, Enterprise Sales Manager, Aastra

**Security and Identity Management**
Joel P. Cooper, CITO, Swarthmore College

**Social Technology to Engage and Collaborate on Campus**
Shaun Slattery, Strategy Consultant, Jive Software

**Supporting Faculty in the Classroom**
Lloyd Onyett, Assistant Dean for Technology, Indiana University of Pennsylvania

**User Support Services**
Lori Rounds, Director of IT Academic Technologies and Support Services, Montgomery College

**Online Learning**

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

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

**Encouraging Student Success**
Kristen Vogt, Knowledge Management Officer, Next Generation Learning Challenges, EDUCAUSE

**Faculty Development**
Arthur Fridrich, Director, Distance Education, Virginia State University

**Gamification**
Greg Kraus, University IT Accessibility Coordinator, North Carolina State University

**Learning Analytics**
Sherri Yerk-Zwickl, Director of Project Management and Web and Mobile Services, Lehigh University
1:30–2:15 p.m.

**New IT Managers Program**

**Interpersonal Communication (continued)**

**LAUREL CD**

Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Jeffrey C. Cepull, Vice President and CIO, Philadelphia University; Robert F. German Jr., Project Director, New Financial Model, University of Virginia

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**

**HARBORSIDE BALLROOM A**

Barbara Zirkin, Associate Dean, Distance Learning, Stevenson University; Mike Carlin, Vice Chancellor for Information Technology and CIO, University of North Carolina Charlotte

Phrases used in everyday speech such as “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. In this session, we will engage in 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**

**Enterprise Collaboration: Two Colleges, One Shared System**

**LAUREL AB**

Gina Siesing, CIO, and Constance A. Jones, Director of Libraries, Bryn Mawr College; Joseph Spadaro, CIO, Haverford College

Haverford and Bryn Mawr colleges have embarked on a multiyear partnership to build shared enterprise administrative systems that enable a seamless experience across the two institutions for students, faculty, and other community members. This presentation will focus on the successes, perceived benefits, challenges, and process enhancement recommendations from three completed joint implementation projects: PeopleSoft Student, Fischer Identity Management, and OneCard. We will describe the model for continued design, development, governance, and leveraging of shared enterprise services. Open discussion will explore lessons learned from this pioneering cross-institutional systems integration collaboration and learning from others engaged in similar cross-institutional projects.

**Outcomes:** Describe and evaluate at least one model for developing and integrating shared enterprise systems across institutions • Investigate challenges and opportunities particular to cross-institutional project governance and management • Imagine ways of shaping such projects to yield maximum benefit to their institutions

**Mobile/BYOE**

**Hypercurriculum: The Multimedia Packaging of Course Content**

**ESSEX**

Simon Bussiere, Assistant Professor of Landscape Architecture, and Lohren Ray Deeg, Assistant Professor of Urban Planning, Ball State University

This presentation will discuss the development and application of a multimedia e-reader compendium in a beginning design studio, with our motivation being to enhance design education through the use of e-readers. We will present our efforts to bundle a variety of media on a tablet e-reader that provided a convenient and organized platform for streaming video resources, links, instructor demonstrations, learning objectives, and sample deliverables. We will discuss e-reader development methods associated with enhanced delivery and learning outcomes, situated within the values of discovery and exploration in the design process, and offer insight into a model of future curriculum development and pedagogy.

**Outcomes:** Explore the development of methods that amplify the flexibility of course content for enhanced student learning • Gain insight into student reactions to the technology and interface • Investigate the possible risks of deploying tablets in educational settings and the strengths and weaknesses of the chosen software and hardware
Enterprise Systems/Admin IT/Cloud

Mobile First: Interactive Design Session
LAUREL AB
Eileen Smith, Director Product Marketing, Workday

A huge shift is taking place in computing—from clunky centralized systems to laptops, tablets, and smartphones and from on-premises deployments to off-site hosting and cloud computing. Higher education sees the transformative nature of leveraging cloud-delivered applications and realizes how innovative, mobile-first enterprise applications can transform every area of campus to give students, faculty, and staff an unmatched user experience. Please join us for a session centered around mobile-first application development and then try it out for yourself with our interactive design session.

Outcomes: Develop a clear understanding of multi-tiered SaaS and its benefits • Explore embedded analytics for predictive decision making • Investigate the benefits of embedded mobile for on-the-go employees and campus constituents

Mobile/BYOE

The Blended, Flipped, Interactive, Mash-Up Learning Experience in Practice
ESSEX
John C. Ittelson, Professor Emeritus of Information Technology and Communication Design, California State University Monterey Bay; Bill Mullin, President, Starin

Join us for a live, in-room, connected BYOE collaborative learning experience to explore modelling and achieving experiential collaborative learning. To contribute, please bring your laptop/device, a reference to share, and in-progress considerations or plans or other digital/web resource you’re using to transform your school’s methods and relevance. Innovation is welcome. We will “flip out” and publish some references ahead to consider for discussion. In session, we will use collaborative technology to achieve co-creation sharing and connect to a distant site subject matter expert. Along with contributing participants, observing participants will summarize what the contributors discovered.

Outcomes: Discover how to help instructors use the BYOE cultural shift to their advantage • Explore how to become more relevant by connecting to students where they are through devices, apps, and exercises • Discover what implementable actions you can take back to campus

2:30–3:15 p.m.
CONCURRENT SESSIONS

Elevate Your Game/Career Development/New IT Managers Program

Breaking Down Project Management
HARBORSIDE BALLROOM A
Randall Alberts, Assistant Director, Project Management, Ringling College of Art and Design

IT departments across higher education are constantly asked to maintain the status quo while the IT budget continues to shrink. Any new project, including major upgrades and system replacements, require that some level of “project management” be implemented, but many institutions are continuing to struggle with what this means. This session will discuss project management for institutions of all shapes and sizes. We will cover some basic topics and gather responses and comments from the session participants.

Outcomes: Gain an understanding of, and recognize the most commonly used components of, project and portfolio management • Identify your organization’s project management maturity level and develop key goals to progress to the next level • Realize the KPIs of an IT organization as they relate to successful technology and services delivery
Teaching in the Clouds with Your Feet on the Ground
HARBORSIDE BALLROOM B

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
HARBORSIDE BALLROOM FOYER

Connect with EDUCAUSE Resources
HARBORSIDE 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.

Kristen Vogt, knowledge management 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
HARBORSIDE BALLROOM FOYER

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.

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.

CardSmith

CardSmith is the leader in cloud transaction and verification solutions for colleges and universities. Our campus card program management solutions are customized to meet the unique needs of each campus. We configure and process complex meal plans, manage discretionary spending accounts and turn-key off-campus merchant programs, and provide optional professional support services.

Distributed Systems Services (DSS)

DSS delivers a broad portfolio of solutions that drive business value, including IT design and implementation, data center hosting, and 24/7 manager services. DSS helps institutions simplify infrastructure management, improve productivity, and optimize IT resources. DSS operates an enterprise-class data center and has elite-level partnerships with industry leaders. Visit DSScorp.com and DSSDataCenter.com.

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.

Ferrilli

Ferrilli is an independent services organization that will exceed your expectations with our responsive, client-centered approach. Our team of higher education professionals will solve your institution’s biggest challenges. When you need to improve performance and meet stakeholder expectations, our range of services will help transform your vision into reality.
3:15–6:30 p.m. continued

**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.

**Hobsons, Bronze Partner**

Hobsons maximizes student success and institutional effectiveness by promoting growth, efficiency, quality, and intelligence. Visit our booth or contact us to learn more about managing events and online applications, leveraging prospective and current student CRM, customizing communications, and preparing students for the GMAT. Contact Alan at alan.spira@hobsons.com or 703-234-7072.

**Information Builders**

Information Builders helps organizations transform data into business value. Our software solutions for business intelligence and analytics, integration, and data integrity empower people to make smarter decisions, strengthen customer relationships, and drive growth. Our dedication to customer success is unmatched in the industry. Visit informationbuilders.com and follow @infobldrs on Twitter.

**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.

**Velaris Consulting**

Velaris has been offering business intelligence and data warehouse solutions to higher education, commercial, and government clients for 20 years. Velaris’s specialty is speed of delivery. With the “Eight Weeks to Analytics” program and the Higher Ed Insight cloud-based subscription service, Velaris turns your transactional data into actionable analytics.

**Workday, Gold Partner**

Workday is a leading provider of enterprise cloud applications for human resources and finance. Founded in 2005, Workday delivers human capital management, financial management, and analytics applications designed for the world’s largest organizations. Hundreds of companies, ranging from medium-sized businesses to Fortune 50 enterprises, have selected Workday.

**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.

3:45–5:00 p.m.

**Idea Storm: Gamify and Apply**

**HARBORSIDE BALLROOM CDE**

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**

**HARBORSIDE 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.*
<table>
<thead>
<tr>
<th>Time</th>
<th>Session 1</th>
<th>Session 2</th>
<th>Session 3</th>
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<td>7:30 a.m.</td>
<td>Registration Desk Open</td>
<td>Connect Lounge Open</td>
<td>Networking Breakfast</td>
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<td>7:30 a.m.–</td>
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<td>New IT Managers Program</td>
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<td>Mobile/BYOE BYOD, Virtual Labs, and Desktop Management</td>
<td>Online Learning Digital Badges and Outcomes-Based Learning</td>
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<td>10:15 a.m.</td>
<td>Networking Break, Corporate Displays, and Connect with EDUCAUSE Resources</td>
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<td>10:15–10:45 a.m.</td>
<td>Elevate Your Game/Career Development A Leading Change Culture That Works</td>
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<td>11:15 a.m.–</td>
<td>Elevate Your Game/Career Development How to Develop and Retain Your Workforce</td>
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<td>Mobile/BYOE Strategic Campus Mobile Apps Development from Top-Down to Student-Up</td>
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<td>1:00 p.m.–</td>
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<td>Using Design Thinking to Help Your Campus Consider a Breakthrough</td>
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7:30–8:30 a.m.

Networking Breakfast
HARBORSIDE BALLROOM CDE
A complete, hot breakfast will be served.

7:30 a.m.–5:00 p.m.

Registration Desk Open
HARBORSIDE BALLROOM FOYER

Connect Lounge Open
KENT
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
LAUREL CD

Joanne M. Kossuth, Vice President for Operations and CIO, Franklin W. Olin College of Engineering; Jeffrey C. Cepull, Vice President and CIO, Philadelphia University; Robert F. German Jr., Project Director, New Financial Model, University of Virginia

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

Outcomes: Understand fundamentals of personnel management • Understand the basics of team dynamics

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

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

8:30–9:00 a.m.

LEARNING COHORTS
You will begin the day in learning track cohorts, sharing highlights from the first day and expanding your professional peer network with those working in similar settings and roles. Connect with others who share your challenges in higher education IT and generate solutions together.

Elevate Your Game/Career Development
HARBORSIDE BALLROOM A

Enterprise Systems/Admin IT/Cloud
LAUREL AB

Mobile/BYOE
ESSEX

Online Learning
HARBORSIDE BALLROOM B

9:15–10:15 a.m.

CONCURRENT SESSIONS
Elevate Your Game/Career Development

Surviving and Thriving in the Teamwork Jungle
HARBORSIDE BALLROOM A

Andrew C. Lawlor, Vice President, CIO, Bucks County Community College; Dennis J. Bradley, Director of Desktop Systems and Learning Technology, Edinboro University of Pennsylvania

This session will focus on building teams in the higher education technology realm (though concepts apply to team development generally) and leading them effectively, including building consensus, empowerment, alignment, and accountability. The dimensions of managing teams, leading change, and the challenges of leadership at all levels will be covered. Examples from a university leadership development program established in part by the lead presenter and perspectives from team members will be included. Small group exercises to practice some of the concepts will be incorporated.

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
With a flipped format, attendees are encouraged to examine preparatory content prior to the session.

**Outcomes:** Develop an understanding of effective team operation • Apply change principles to your technology initiatives • Determine the appropriate leadership practices for your organization

**Enterprise Systems/Admin IT/Cloud**

**Foundations: Enabling the Adoption of Innovative and Disruptive Technologies on Campus**

*LAUREL AB*

**Elizabeth Rugg,** Assistant Director, Technology and Instructional Support Services, and **David Weil,** Director, Enterprise Application Services, Ithaca College

New innovative and disruptive technologies are always on the horizon. While it is important to evaluate specific technologies for their appropriateness to the campus, the arguably more important task is to look at overall trends to identify what foundational enabling technologies, policies, organizational alignments, and skills we need to have in place to be best positioned to embrace them. This session will provide some background and examples, and then engage participants in a discussion to identify emerging technologies and the possible foundational elements that we should be putting in place to help enable them.

**Outcomes:** Explore trends and themes among emerging technologies • Investigate ways to help evolve our organizations from being reactionary regarding adopting new technologies to becoming more proactive and responsive • Develop a way to prepare for the next new emerging technology

**Mobile/BYOE**

**Strategic Intersections: BYOD, Virtual Labs, and Desktop Management**

*ESSEX*

**John D. Hoh,** Campus Technology Officer, The Pennsylvania State University

Many institutions are grappling with virtual labs and enhanced desktop management along with BYOD opportunities. The key is providing quality services to a geographically dispersed student body, addressing politics, and managing risk.

**Outcomes:** Gain insight into consensus building • Realize that a few dedicated individuals can make things happen • Begin the conversation on the future of learning spaces

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**Online Learning**

**Digital Badges and Outcomes-Based Learning**

*HARBORSIDE BALLROOM B*

**Kevin O’Shea,** Educational Technologist, and **Casey Wright,** Web Application Programmer, Purdue University

The emergence of digital badges in higher education has brought a host of new opportunities and challenges for students and instructors. Through the use of digital badge systems, instructors can create outcomes-based challenges to focus on course competencies. With digital badges, students can easily show what they know while being guided through learning activities. Digital badge systems provide a framework for managing content submissions, completing quizzes or surveys, or customizing instructor approvals. This session will explore research gathered on digital badges and outcomes-based learning at Purdue University, as well as provide the opportunity to build digital badges of your own.

**Outcomes:** Investigate the definition and purpose of a digital badge • Explore the concept of outcomes-based learning • Create badges that support the outcomes-based learning model

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**10:15–10:45 a.m.**

*Networking Break*

*HARBORSIDE BALLROOM FOYER*

**Connect with EDUCAUSE Resources**

*HARBORSIDE BALLROOM FOYER*

As you explore corporate solutions, also 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.

**Kristen Vogt,** knowledge management 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.
10:15 a.m.–3:45 p.m.

CORPORATE DISPLAYS
HARBORSIDE BALLROOM FOYER
See pages 15–16 for company descriptions.

Bradford Networks
campusM, Bronze Partner
CardSmith
Distributed Systems Services (DSS)
F5 Networks
Ferrilli
Fischer International Identity
Hobsons, Bronze Partner
Information Builders
lynda.com, Silver Partner
Pure Storage
Unicon
Velaris Consulting
Workday, Gold Partner
WTC Consulting

10:45–11:30 a.m.

CONCURRENT SESSIONS
Elevate Your Game/Career Development
A Leading Change Culture That Works
HARBORSIDE BALLROOM A

Sherri Parker, Dean of Instructional and Learning Resources, Harrison College

What if every employee at your institution were rated on leadership? How would you define leadership if that were the case? Would this make a difference in your ability to lead change? Developing a culture that makes things happen by encouraging and channeling the contributions of others can make a difference. Learn how Harrison College’s award-winning culture connects its people to the mission with a distributed leadership environment where every employee is rated on five competencies, including one shared by all leadership.

Outcomes: Identify new processes to define leadership • Explore ways to implement tools to foster new ideas in the workplace • Investigate a distributed leadership environment culture

Enterprise Systems/Admin IT/Cloud
Collaborating toward Better IT Accessibility
LAUREL AB
Kara Zirkle, IT Accessibility Coordinator, George Mason University

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 product with little or no regard for accessibility. In this interactive, action-driven discussion, participants will share knowledge, promising practices, and ideas focusing on how we can all collaborate to have a greater influence on the state of accessibility among enterprise systems. We will specifically look at areas such as procurement and web compliance to discuss best practices of what has worked and what could be improved upon.

Outcomes: Explore the advantages of collaboration for improving the state of IT accessibility • Develop awareness of existing (and new) opportunities to participate in accessibility efforts • List a set of self-assigned action items that you can apply to improve IT accessibility

Mobile/BYOE
Strategic Campus Mobile Apps Development from Top-Down to Student-Up
ESSEX

Peter Mosinskis, Director of IT Strategy, California State University, Channel Islands; William White, Associate Director, Web Development, Loyola University Maryland

Mobile apps are becoming pervasive on campus. Challenges include investing in native apps because of confusion over the variety of mobile devices available, limited technical resources, and reluctance to duplicate ongoing mobile efforts. Implementation of campus mobile apps needs to be aligned with institutional technology strategy. Student-based mobile app development can give students practical, real-world experience in the areas of leadership, project management, application development, marketing, and client relations.

Outcomes: Explore the advantages of, challenges of, and overlaps between native app and the mobile web strategies • Discover strategies to engage the campus community in planning and preparing for a strategic campus mobile app • Investigate how to include students in mobile app development through contests and other means.
Online Learning

Start Spreading the New[s]: The Roles of Administration and Educational Technology Leaders in Supporting Innovation in Faculty Teaching Today
HARBORSDIE BALLROOM B
Karen Marcellas, PRIN Instructional Designer, Concurrent Technologies Corporation; Jeffrey L. Goodie, Associate Professor, Dina Kurzweil, Deputy Director ETI, and Dale C. Smith, Professor and Director of the ETI, Uniformed Services University of the Health Sciences

This session will open with a large group discussion focused on strategies that can be used to spread information about innovative teaching methods and tools, identify barriers to their implementation, and expand their use. Then, in facilitated small groups, we will share models and strategies that can be used at participants’ institutions to address issues and barriers and communicate successes across distinct support groups as well as the entire institution. Finally, the groups will come back together to share effective solutions and ways these specific solutions can be generalized to different types of institutions and issues.

Outcomes: Explore how to promote innovative teaching methods and tools • Identify models and strategies to address issues and barriers and communicate successes • Determine effective solutions and ways they can be generalized

11:45 a.m.–12:30 p.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development

Will You Be Ready? How to Develop and Retain Your Workforce Today and in the Future
HARBORSDIE BALLROOM A
Jeffrey Carpenter, Lead Quality Analyst, and Samantha Singhal, Director, IT Planning and Communications, University of Rochester

A recently published ECAR report on the higher education IT workforce found that nearly one-fifth (18%) of IT professionals are at high risk for leaving their current positions. This makes retention efforts a necessary priority for all IT organizations. Interestingly, expanded professional development opportunities are second in importance only to competitive compensation in maintaining an IT workforce adequate to meet institutional needs both today and in the future. To develop innovative PD opportunities that help attract, retain, and engage talent, we must consider what skills would be seen as having both lasting value and meaningful impact. Our program at the University of Rochester has taken a creative approach to developing these offerings using a flexible and cost-effective model that can be easily adapted to changing needs.

Outcomes: Understand the drivers for workplace skills change • Pinpoint strategies for innovative programming to cultivate future work skills within your organization • Establish ROI to be gained from organizational development efforts

Enterprise Systems/Admin IT/Cloud

Campus Planning: Using Enterprise Issues from the Annual EDUCAUSE Top-Ten Issues Report
LAUREL AB
John J. Suess, Vice President for Information Technology/ CIO, University of Maryland, Baltimore County

Join this session, which will use the EDUCAUSE top-ten issues released in late March. Working with issues associated with enterprise activities, participants will build a Capacity Maturity Model (CMM) that allows a campus to chart where they are and how to evaluate the next steps they should be taking. Participants will work in small groups to define how to measure progress and what each level means.

Outcomes: Explore the EDUCAUSE 2014 IT issues related to enterprise systems • Gain a basic understanding of CMM and how to use this tool • Develop a sense of where your institution stands relative to the collective CMM

Mobile/YBOE

Untethering Faculty with Mobile Innovation
ESSEX
Leah Allen, Assistant Professor of Biology, Gloria Barron, Instructional Designer, and Mary E. Robinson, Professor and Department Chair, Montgomery College

To spark interest in mobile technology, it takes a suite of activities and outreach efforts, including technology showcases and monthly gatherings with demonstrations by and for faculty. In this session, we will discuss the following questions: How do we promote and share innovative ideas and uses of mobile learning technologies across the institution? How can faculty openly discuss the benefits of engaging students or enhancing learning? How can faculty engage their students through the use of mobile technologies? Join us for a deep dive into best practices for using mobile technologies in learning.

Outcomes: Discover the top-20 mobile applications at Montgomery College and learn how they can be used in the classroom • Explore the use of live polls using Socrative • Investigate collaboration apps (e.g., Display Note, Skitch, and Team Shake)
Online Learning

A Learning Analytics Approach to Academic Assessment
HARBOURSIDE BALLROOM B

Denise Bollenback, Program Chair, Bachelor of Science in Technical Management, Embry-Riddle Aeronautical University–Worldwide

Higher education institutions collect student data through many channels: student information systems, learning management systems, e-portfolios, and more. Analyzing this data effectively is critical. We will explore several techniques to analyze and assess data, which provides critical insights into student performance. We’ll show you how to utilize technology to view a snapshot into performance at the course level, program level, or institution level based on student learning outcomes. See how to identify emerging trends and potential issues. Learn how to catalog evidence to aid in accreditation. Figure out how to utilize data in key decision making. Enhance the learning environment for your institution.

Outcomes: Determine how existing technology can be leveraged to examine student learning at the various levels • Evaluate collection and analysis tools used in reporting student learning trends and student performance over time based on the student learning outcomes • Identify systems where these tools are already available and who would most benefit from using them.

LUNCHTIME ROUNDTABLE DISCUSSIONS
HARBOURSIDE BALLROOM CDE

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)
State Colleges and Universities
Karen Swift, Associate Director, IT, Rutgers, The State University of New Jersey–Newark

Online Learning
Breakthroughs in the Real World
Kristen Vogt, Knowledge Management Officer, Next Generation Learning Challenges, EDUCAUSE

Community Colleges
Shawn McReynolds, CIO, Wytheville Community College

Faculty Concerns and Issues
Greg Kraus, University IT Accessibility Coordinator, North Carolina State University

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

Liberal Arts Institutions
Fran White, Director, CTLT, Goucher College

Research Institutions
Heather McCullough, Head, Digital Scholarship, University of North Carolina Charlotte

1:30–2:30 p.m.

Dessert
HARBORSIDE BALLROOM FOYER

Connect with EDUCAUSE Resources
HARBORSIDE BALLROOM FOYER

As you explore community posters and corporate solutions (and enjoy yummy desserts), be sure to 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 help you discover useful data on demand offered by the EDUCAUSE Center for Analysis and Research (ECAR).

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

Kristen Vogt, knowledge management 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
HARBORSIDE BALLROOM FOYER
See pages 15–16 for company descriptions.

Bradford Networks
campusM, BRONZE PARTNER
CardSmith
Distributed Systems Services (DSS)
F5 Networks
Ferrilli
Fischer International Identity
Hobsons, BRONZE PARTNER
Information Builders
lynda.com, SILVER PARTNER
Pure Storage
Unicon
Velaris Consulting
Workday, GOLD PARTNER
WTC Consulting
POSTER SESSIONS
HARBORSIDE BALLROOM FOYER

Elevate Your Game/Career Development

Voyages in Design: Making Space for Creativity and Collaboration
Jeffrey Carpenter, Lead Quality Analyst, and Samantha Singhal, Director, IT Planning and Communications, University of Rochester

Space, the final frontier. This poster will highlight the voyages of the University of Rochester. Our mission: to cultivate an environment in which individuals are engaged—where diverse strengths and perspectives are a source of creativity and innovation. We have taken a modern approach to space design, leveraging discoveries from neuroscience that highlight how profoundly our physical environments shape cognition. By creating a space that allows employees to work together in different ways, we reinforce core organizational values and foster a culture of innovation and collaboration to boldly go further than our organization has gone before.

Enterprise Systems/Admin IT/Cloud

CIOs in the Cloud: How to Become a Cloud-Ready Campus
Khalil Yazdi, CIO in Residence, Cloud Service Program Development, Internet2

The session will highlight the challenges facing institutions as they seek to implement cloud services with special mention of the Internet2 NET+ initiative and its role in bringing cloud services to higher education. Through Internet2 NET+, higher education CIOs and Internet2 members have worked with cloud vendors to develop service offerings, negotiate pricing and business terms, and develop deployment approaches that are tuned to the higher education community. The session will also cover how institutions—ranging from a community college or liberal arts school to large research institution—can become cloud-ready.

Designing an Agile Web Ecosystem
Ronald Bergmann, Vice President for Technology/CIO, David Stevens, Manager of Web Services, and Rasun Williams, Web Developer, Lehman College/CUNY

Engaging your target audience requires intelligently communicating your college or university’s brand and strategic advantages through a distributed network including websites, portals, social media, and mobile devices. The web landscape is vast and decentralized, and aggregating content sources through a unified and cohesive strategy poses significant challenges. This presentation will demonstrate how to design a flexible website architecture facilitating the publishing, sharing, and syndicating of content across an organization’s distributed web ecosystem.

Mobile/BYOE

DisplayNote: A Class Collaboration System for BYOD
Lloyd Onyett, Assistant Dean for Technology, Indiana University of Pennsylvania

DisplayNote is a desktop and mobile application that lets faculty stream content from their computer or tablet to student devices. DisplayNote works with iPads, Android tablets, PCs, and Macs in a collaborative mode in the classroom. Faculty can display apps from their tablet to the classroom computer and projector, and view and display student device screens to the classroom projector. Many of the features of interactive boards are also available, along with controlling the classroom computer. Questions can be posed to students and responses received instantly. This new system has the potential of dramatically changing the classroom environment.

Just Ask Me: Facilitating a Positive Student Experience with Mobile Devices
Jacqueline Fritz, Instructor, Learning Technologies Faculty Liaison, Bucks County Community College

Creating a positive experience for students during the first few weeks of a semester is a goal for many institutions. Providing outreach and communicating with students in a way that spans both time and place is a challenge. At Bucks County Community College, the Learning Resources Department used iPads and apps to overcome challenges and improve students’ experiences. The “Just Ask Me” program featured in this poster includes information on a marketing campaign, strategies for using campus mobile devices and apps, and training techniques for library staff. The positive relationship between the program implementation and student satisfaction will be demonstrated.

Online Learning

A Map through the Jungle of Online Collaboration Tools
Deyu Hu, Curriculum and Instruction, Virginia Tech

Collaborative learning fosters the development of important professional skills, such as taking accountability, communicating effectively, and providing and receiving feedback. Various tools are available to facilitate students’ online collaboration. However, they are generally aggregated under one big category. To help faculty select the tools that best facilitate students’ online collaboration, in this poster session we will use a collaborative process model to classify
the online collaboration tools into different categories: communication, project management, content co-creation, consensus building, resource management, and presentation. We will discuss the benefits of collaborative learning, present the collaborative process model, and provide an overview and comparison of representative tools in each category.

Blended and Online Learning
Stephanie Taitano, Instructional Designer, West Chester University of Pennsylvania

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

Moderating MOOCs: Challenges in and Solutions for the Massive Discussion Forum
Lauren Herckis, Coordinator of TA Services, University of Pittsburgh

This session will present transferable strategies developed for policymaking and other massive open online collaborative contexts and provide direction for immediate implementation in the massive open online classroom. Well-established strategies for effective online learning cannot be implemented without significant modification of the massive open online classroom. In particular, MOOC discussion forums and “traditional” online classroom discussion boards necessarily serve different functions. Massive enrollment leaves student-instructor contact at a premium, makes moderation a challenge, and simultaneously creates tremendous possibility for community building and the use of novel instructional strategies. To meet these challenges and leverage new opportunities, course designers must use an alternative approach.

2:30–3:15 p.m.

CONCURRENT SESSIONS

Elevate Your Game/Career Development/New IT Managers Program
Using Design Thinking to Help Your Campus Consider a Breakthrough
HARBORSIDE BALLROOM A

Kristen Vogt, Knowledge Management Officer, Next Generation Learning Challenges, EDUCAUSE

Design thinking is a creative, disciplined approach to the process of understanding a problem and generating new ideas to solve it. This session will include a brief introduction to the “mind-set” of design thinking and some design thinking skills. In this session, we will work together in using design thinking skills for framing innovations to improve student success and sustainability at our institutions. You will leave with tools to begin using design thinking as an approach in your own work and a clearer understanding of innovation with technology to drive student success.

Outcomes: Understand the basic principles and skills of design thinking • Explore how design thinking can help create breakthrough models • Practice using design thinking skills

Enterprise Systems/Admin IT/Cloud

ITSM + PPM: Evolution in Higher Education IT Management
LAUREL AB

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

Overcoming BYOD Challenges

ESSEX

Jason Williams, Community Manager, Ipswitch

Learn how to overcome the challenge of managing thousands of mobile bandwidth hogs who never seem to sleep. Ensuring wireless network availability and performance means dealing with bandwidth spikes and access point overload regularly. Learn how to meet uptime SLAs by implementing best practices in wireless management. Heavy usage can cause your campus wireless network to experience latency and downtime, risking the performance of critical applications and triggering an influx of calls to your help desk. Learn how to manage high-traffic tides, quickly and easily identify bandwidth hogs and the offending applications, and receive notifications when access points approach capacity.

Outcomes: Understand how to meet uptime SLAs through wireless network monitoring • Identify bandwidth hogs by type of use, device, and user • Balance BYOD bandwidth demands with critical online applications

Online Learning

More Engagement through Digital Course Materials to Facilitate Various Learning Models

HARBORSIDE BALLROOM B

Mark McClendon, Vice Chancellor for Finance, Tarrant County College District; Rand Spiwak, CEO, eTextConsult

While models of delivery transform to accommodate a shift in expectations, one tenet of good instruction remains: engagement. In this session we’ll focus on the use of digital course materials to foster engagement—with content, with other students, and with instructors—to facilitate better learning in online, hybrid/blended, and face-to-face instruction. In addition, we’ll discuss how a strategic approach to digital course materials provides significant benefits, both economic and academic. This session’s presenters will share goals, challenges, and experiences.

Outcomes: Explore the practical use of digital course materials in various education delivery models • Discover the economic and academic benefits of a strategic institutional approach to digital course materials • Hear case studies of peer institutions at various stages of implementation of digital course materials

3:15–3:45 p.m.

Networking Break

HARBORSIDE BALLROOM FOYER

Connect with EDUCAUSE Resources

HARBORSIDE 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!

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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

HARBORSIDE BALLROOM FOYER

See pages 15–16 for company descriptions.

Bradford Networks
campusM, BRONZE PARTNER

CardSmith

Distributed Systems Services (DSS)

F5 Networks

Ferrilli

Fischer International Identity

Hobsons, BRONZE PARTNER

Information Builders

lynda.com, SILVER PARTNER

Pure Storage

Unicon

Velaris Consulting

Workday, GOLD PARTNER

WTC Consulting
3:45–4:15 p.m.

Idea Storm: Creating Cohorts
HARBORSIDE BALLROOM CDE

Gain focus and perspective on workplace challenges by assessing the stage of change for your department and your campus. Do you always feel like new projects are added? Are you stuck in the “same old” processes, repeating the same problems and outcomes? Are you and your institution willing to stop doing something in order to make room for creativity and innovation?
<table>
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| 7:30–8:30 a.m. | **Program Committee Breakfast**
                  (Committee members only)
                  HERON

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| 7:30–10:30 a.m. | **Networking Breakfast**
                  HARBORSIDE BALLROOM CDE

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| 7:30–10:30 a.m. | **CIO Roundtable**
                  SPONSORED BY LYNDACOM, SILVER PARTNER
                  (Separate registration required)
                  LAUREL CD

**New IT Managers Program Closing Session**
HARBORSIDE BALLROOM A
7:30–8:30 a.m.

**Networking Breakfast**
HARBORSIDE BALLROOM CDE
7:30–8:30 a.m.

**Elevate Your Game/ Career Development/ New IT Managers Program**
**The Best of Elevate Your Game**
HARBORSIDE BALLROOM A
8:30–9:30 a.m.

**Enterprise Systems/ Admin IT/Cloud**
**The Best of Enterprise Systems**
LAUREL AB
8:30–9:30 a.m.

**Mobile/BYOE**
**The Best of Mobile/BYOE**
Essex
8:30–9:30 a.m.

**Online Learning**
**The Best of Online Learning**
HARBORSIDE BALLROOM B
8:30–9:30 a.m.

**Connect Lounge Open**
Kent
7:30–10:45 a.m.

**Registration Desk Open**
HARBORSIDE BALLROOM FOYER
7:30 a.m.–12:00 noon

**Networking Break**
HARBORSIDE BALLROOM FOYER
9:30–9:45 a.m.

**Elevate Your Game/ Career Development/ New IT Managers Program**
**Action Plan**
HARBORSIDE BALLROOM A
9:45–10:30 a.m.

**Enterprise Systems/ Admin IT/Cloud**
**Action Plan**
LAUREL AB
9:45–10:30 a.m.

**Mobile/BYOE**
**Action Plan**
Essex
9:45–10:30 a.m.

**Online Learning**
**Action Plan**
HARBORSIDE BALLROOM B
9:45–10:30 a.m.

**Pause**
10:30–10:45 a.m.

**General Session: Building Connections on Steroids: I Am Responsible for Your Success**
HARBORSIDE BALLROOM CDE
Bill Hogue
10:45–11:45 a.m.
**7:30–10:45 a.m.**

**Connect Lounge Open**

*KENT*

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.

**7:30 a.m.–12:00 noon**

**Registration Desk Open**

*HARBORSIDE BALLROOM FOYER*

**8:30–9:30 a.m.**

**Best of EDUCAUSE: Research, Benchmarking, and Implementation Strategies**

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.

**Elevate Your Game/Career Development/ New IT Managers Program**

*HARBORSIDE BALLROOM A*

Joan Cheverie, Manager, Professional Development Programs, EDUCAUSE

**Enterprise Systems/Admin IT/Cloud**

*LAUREL AB*

Leah Lang, Manager, Core Data Service, EDUCAUSE

**Mobile/BYOE**

*ESSEX*

Eden Dahlstrom, Director of Research, EDUCAUSE

**Online Learning**

*HARBORSIDE BALLROOM B*

Malcolm Brown, Director, EDUCAUSE Learning Initiative, EDUCAUSE

**9:30–9:45 a.m.**

**Networking Break**

*HARBORSIDE BALLROOM FOYER*

**9:45–10:30 a.m.**

**Next Steps and Action Plans**

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 individualized approach to developing a personalized, take-home action plan. Learn how to apply your learning to become a change agent for the higher education community. Be ready to share your accomplishments when you return to campus and apply this process to your team, your coworkers, and your direct reports.

**Elevate Your Game/Career Development/ New IT Managers Program**

*HARBORSIDE BALLROOM A*

**Enterprise Systems/Admin IT/Cloud**

*LAUREL AB*

**Mobile/BYOE**

*ESSEX*

**Online Learning**

*HARBORSIDE BALLROOM B*

**10:45–11:45 a.m.**

**General Session**

**Building Connections on Steroids: I Am Responsible for Your Success**

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*HARBORSIDE BALLROOM CDE*

Bill Hogue, Vice President for Information Technology and CIO, University of South Carolina

Look in the mirror and utter this simple sentence aloud: “I am responsible for your success.” Say it again: “I am responsible for your success.” What does “responsible” mean? It doesn’t mean that I take credit for your success. No, it means that I take responsibility for helping you succeed. By embracing responsibility, I make a radical recommitment to connecting with my customers, my colleagues, my community, my friends, and my family. It may even mean that I reconnect with myself. I am responsible for your success. Will this be your new mantra? Let’s talk.
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

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<tr>
<th>What one key point are you taking away from EDUCAUSE Connect?</th>
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<td>Related learning track:</td>
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<th>What three action verbs best apply to what you will do next?</th>
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<th>When will you implement your plan?</th>
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**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 of 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 organization-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 San Jose State University 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.

Keys to Developing Higher Education Breakthrough Models
In 2013, EDUCAUSE launched the inaugural Breakthrough Models Academy (BMA) to support innovative thinking, the development of new models, and ways to approach implementation and piloting. This paper shares those approaches and tools that can support leaders and institutions in innovating with the creative use of technology and resources.

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 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/EC143/Track-Resources.
Looking to learn more about the latest technologies to serve your campus needs? Contact our participating companies for information.

2nd Watch
*Participation: Thursday Lunch Roundtable Discussion*
Andrea Herman, Sales Executive
aherman@2ndwatch.com
www.2ndwatch.com
*Product Categories:* Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Data Security

Aastra
*Participation: Wednesday Lunch Roundtable Discussion; Print Program Sponsor*
John Hird, Enterprise Sales Manager
john.hird@aastra.com, 469-365-3193
www.aastrausa.com
*Product Categories:* Audio and Video Conferencing; Cloud Computing and Services; Enterprise Information Systems

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

Bradford Networks
*Participation: Corporate Display*
Robert Black, Education, Mid-Atlantic Region
rblack@bradfordnetworks.com, 857-305-3216
www.bradfordnetworks.com
*Product Categories:* BYOD; Network Security and Applications; Security Management

Brocade
*Participation: Wednesday General Session Sponsor*
John E. Samuel, Territory Account Manager
jsamuel@brocade.com, 443-852-2800
www.Brocade.com
*Product Categories:* Cloud Computing and Services; Network Infrastructure; Wireless

Distributed Systems Services (DSS)
*Participation: Corporate Display*
Brian Williams, Account Executive
bwilliams@dsscorp.com, 610-927-2027
DSScorp.com
*Product Categories:* Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Help Desk

Epson, Gold Partner
*Participation: Computer Projector Sponsor*
Patty O’Brian, National A/V Sales Manager
patty_obrian@ea.epson.com, 562-981-3840
www.epson.com
*Product Categories:* Classroom Control Systems; Hardware; Wireless

F5 Networks
*Participation: Corporate Display*
James Stankard, Territory Account Manager
j.stankard@f5.com, 703-623-9451
www.f5.com
*Product Categories:* Identity and Access Management; Network Infrastructure; Network Security and Applications

Ferrilli
*Participation: Corporate Display*
Jessica Bonelli, Director of Internal Sales
jbonelli@ferrilli.com, 888-864-3282
www.ferrilli.com
*Product Categories:* Consulting; E-Commerce; Student Information Systems

CardSmith
*Participation: Corporate Display*
Brian Farley, Vice President, Business Development
bfarley@card-smith.com, 919-908-8773
www.card-smith.com
*Product Categories:* Cloud Computing and Services; Identity and Access Management; Wireless

Courseload
*Participation: Presentation*
Ginny Harbold, Academic Partnerships Executive
ginny@courseload.com
www.courseload.com
*Product Categories:* Analytics and Research; Online Learning; Open Source

CampusM, Bronze Partner
*Participation: Corporate Display; Mobile App Sponsor*
Scott Bruckel, VP of Sales, North America
scott.bruckel@ombiel.com, 203-820-7958
www.campusM.com
*Product Category:* Mobile Computing
Fischer International Identity
Participation: Corporate Display; Notepad Sponsor
Gary O’Neill, Sales Director
gjo@fischerinternational.com, 678-548-8242
www.fischerinternational.com/edu
Product Categories: Cloud Computing and Services; Identity and Access Management; Network Security and Applications

Hobsons, Bronze Partner
Participation: Corporate Display
Alan Spira, Vice President, HE Sales Northeast
alan.spira@hobsons.com
www.hobsons.com
Product Categories: Cloud Computing and Services; CRM; E-Mail and Productivity Systems

Information Builders
Participation: Corporate Display
Stuart Wilkins Jr., Account Executive
Stuart_WilkinsJr@ibi.com, 703-247-5579
www.informationbuilders.com
Product Categories: Analytics and Research; Data Administration and Warehousing; Student Information Systems

Ipswitch
Participation: Presentation
Jason Williams, Community Manager
jason.williams@ipswitch.com
www.whatsupgold.com
Product Categories: BYOD; Network Infrastructure; Wireless

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

Jive Software
Participation: Wednesday and Thursday Lunch Roundtable Discussion
Michael Weinert, Territory Sales Manager
michael.weinert@jivesoftware.com, 703-999-3263
www.jivesoftware.com
Product Categories: E-Mail and Productivity Systems; Learning Space; Student Information Systems

lynda.com, Silver Partner
Participation: Corporate Display; Presentation; CIO Roundtable Sponsor
Mary Fairchild, Director of Academic Sales
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 Category: Storage

Starin
Participation: Presentation
Bill Mullin, President
bill.mullin@starin.biz, 800-846-5606
www.starin.biz
Product Categories: Audio and Video Conferencing; BYOD; Classroom Control Systems

TeamDynamix, Bronze Partner
Participation: Presentation
Andrew Graf, Lead Analyst
agraf@teamdynamix.com, 614-340-3341
www.TeamDynamix.com
Product Categories: Consulting; Help Desk; Portfolio and Project Management

Unicon
Participation: Corporate Display
Dan Barber, Solutions Consultant, Director
dbarber@unicon.net, 480-558-2400
www.unicon.net
Product Categories: Consulting; Enterprise Information Systems; Open Source

Velaris Consulting
Participation: Corporate Display; Print Program Sponsor
Bob Smith, Director Client Services
Robert.smith@velarisconsulting.com, 484-356-2413
www.VelarisConsulting.com
Product Categories: Analytics and Research; Cloud Computing and Services; Data Administration and Warehousing

Workday, Gold Partner
Participation: Corporate Display; Presentation
Eric Moseman, Regional Sales Director
eric.moseman@workday.com, 917-678-4352
www.workday.com
Product Categories: Cloud Computing and Services; ERP; Mobile Computing

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