NERCOMP
NorthEast Regional Computing Program

2013 ANNUAL CONFERENCE

Improvising the Future

MARCH 11-13
PROVIDENCE, RHODE ISLAND, AND ONLINE
Rhode Island Convention Center
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Welcome to the NERCOMP 2013 Annual Conference!

This year, we will focus on “Improvising the Future.” In a time of perpetual change when long-range planning is difficult, we often cannot perform according to a set script or score; indeed, we find we must be agile and innovative enough to create new systems and processes to meet the expectations of our communities. We need to be able to improvise, collaborate with colleagues, and build on existing frameworks to arrive at creative solutions for the future.
NERCOMP’s mission is to enhance the communication and dissemination of information related to the use of computers, networks, and information technology in education, academic research, and educational administration throughout the northeastern United States. NERCOMP is an EDUCAUSE Association Partner. For more information, visit nercomp.org.

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 are available to all EDUCAUSE members. For more information about EDUCAUSE, including membership, please contact us at info@educause.edu or visit educause.edu.
CONNECTING ON-SITE

Wireless  
*Provided by Xirrus*
To access a wireless network, please follow the instructions below. Wireless is available during registration hours.

*Login Instructions:*
» Open up wireless connection
» View available networks
» Connect to **EDUCAUSEAIR**
» Enter security key: *educause*
» Launch web browser

Please be respectful and limit your use of personal MiFi. These will disrupt the wireless experience for those around you.

Mobile Device Etiquette
As a courtesy to the speakers and other participants, we ask that you silence all mobile devices during conference sessions. In addition, please limit your mobile device usage so bandwidth is not exceeded.

E-Mail and Printer Kiosks
Computer kiosks and print stations are available during registration hours in the Ballroom Foyer.

Reception
**Tuesday, 5:30–6:30 p.m., Omni Narragansett Ballroom A/B (Lobby Level)**
One of the most valuable aspects of this conference is the opportunity to connect face-to-face with fellow attendees. Join us for the reception, where you can relax over food and drink and get to know your colleagues. A cash bar will be available; each attendee will receive one drink ticket. *NOTE: Please wear your name badge for admittance.*

Social Media
Add your voice to the dynamic conference backchannel conversation through blogs, social bookmarking sites, or photo-sharing services with the tag **NERCOMP13**. You can also share your conference experience in “real time” with others on Twitter using the hashtag **#NERCOMP13**.

Networking Sticker Bar
Personalize your name badge with iconic stickers to identify yourself and your peers who have similar areas of interest to maximize your on-site interactions.
Participant Lists

Visit educause.edu/NERCOMP13/Registration-List to search a list of your fellow participants and sort by their name, organization, or geographic location. Use this as an opportunity to connect with other attendees on-site. NOTE: Lists are for noncommercial use by conference participants only; login required.

CONFERENCE FEATURES

NEW! Sit With Me Campaign

NERCOMP is joining the “Sit With Me” campaign (sitwithme.org) created by members of the National Center for Women & Information Technology (NCWIT) to validate and recognize the important roles women play in creating, supporting, and managing technology. All individuals are encouraged to visit NERCOMP Central, in the back of the exhibit hall, to take a stand…and sit in the red chair.

Online Conference Webcasts

Webcast recordings provided by Sonic Foundry, Platinum Partner

Both general sessions and eight concurrent sessions are being streamed online as part of the NERCOMP Annual Conference. Please be mindful of the online audience when asking questions or sharing information in sessions, and when sharing thoughts via social media. Webcasts are marked in the daily agendas with the screen icon above.

Senior Leadership Forum

Sponsored by Atrion Networking Corporation

Monday, March 11, 1:00–5:00 p.m., Room 551

Senior IT and library leaders are invited to step back from the pressures of daily work and reflect on larger goals, trends, and opportunities at the discipline, institutional, and societal levels. This program will re-engage us in big-picture thinking through a mix of presentations, panel discussions, and opportunities for facilitated exchange of ideas and solutions. NOTE: Additional registration is required.

Preconference Seminars

Preconference seminars are available on Monday for a deeper dive into campus IT issues. See the complete list of seminar topics on pages 12–13. Please visit the registration desk for details and availability. NOTE: Additional registration and fee are required.

Poster Sessions

Informal poster sessions will be held Wednesday afternoon in the West Prefunction Area, allowing participants to explore campus initiatives and research related to the use of technology to advance higher education.
Lunchtime Roundtables
Join a conversation while you lunch. A mix of important topics will be facilitated by participants and committee members.

NERCOMP 2013 Exhibit Hall
Visit the exhibit hall to connect with more than 50 corporations providing technology solutions for higher education. Exhibit hall events include refreshment breaks and desserts following lunch, on Tuesday and Wednesday, and NERCOMP Central. Learn more about our exhibitors on page 46.

Drawing for Free NERCOMP 2014 Registrations
We are giving away three registrations to NERCOMP 2014! To enter the drawing, pick up an exhibit hall floor plan card at the tote stuffing area. Visit the exhibit hall and get your card stamped by at least 15 exhibitors. Turn in your stamped card to NERCOMP Central (located in the exhibit hall) by 1:30 p.m. on Wednesday. The drawing will immediately follow. You must be present to win.

POSTCONFERENCE RESOURCES/PROCEEDINGS
All speakers have been invited to upload their presentations and handouts to the EDUCAUSE website. These proceedings resources will be posted after the conference at educause.edu/NC13. Participants will be notified by e-mail when they’re available.

EVALUATIONS
Your feedback is critical for continuous improvement. You can participate in three ways:

1. Provide feedback anytime. Tell us anything that can help us improve the conference experience. Go to feedback.educause.edu or send a text message to 69302 that starts with “EDUCAUSE” followed by your comments.

2. Session evaluations. Speakers need your feedback, too. Evaluate individual sessions by Wednesday, March 27. Evaluation links can be found at net.educause.edu/NC13/sesseval or by using your handheld device to scan the QR codes adjacent to the session title on the meeting room signs.

3. Postconference evaluation. Shortly after the conference you’ll receive an e-mail inviting you to complete an overall event evaluation. Your input is vital to improving future conferences and only takes 10 minutes to complete.
CONFERENCE INFORMATION

CONFERENCE POLICIES

Name Badges

Your name badge verifies your registration and provides admission to functions. Please wear your name badge at all times.

Audio/Videotaping, Digital Recording, and Photography

Because all presentations and associated materials are the intellectual property of the speakers, attendees must obtain speaker 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 conference, 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 conference speeches, presentations, blogs, wikis, and feeds reflects the opinions of the authors and not necessarily those of EDUCAUSE or its members.

PARTICIPATE THROUGHOUT THE YEAR

The greatest value derives from member interactions. Please consider engaging with your community in the following ways:

NERCOMP Central

Located in the exhibit hall, NERCOMP Central will host representatives from the NERCOMP Board and Program Committee to answer your questions and share information about your association. This year, there is a focus on the professional development opportunities that NERCOMP offers and how you can become more involved. Stop by during exhibit hours and say hello.

EDUCAUSE Opportunities

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

2. Serve on a Committee or Contribute as a Session Proposal Reviewer, Blogger, or Photographer: To get started, click the “Volunteer Now” button at the bottom of the page at educause.edu/Volunteer.

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

4. Discover Professional Development Opportunities: Explore constituent groups, mentoring, Institute programs, a Career Center, conferences, and more are outlined at educause.edu/PDopportunities.
BEING GREEN

EDUCAUSE has taken the following actions to minimize the conference’s impact on the environment:

» **Pens**: Made from 100% recycled plastic
» **Print programs**: Printed on 30% post-consumer recycled paper
» **Tote bags**: Made from 50% recycled material

FINANCIAL ASSISTANCE FOR PROFESSIONAL DEVELOPMENT

Professional development builds strong contributors in our higher education IT community. 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 2014 events. Apply now, or refer a colleague who could use this, to [educause.edu/Fellow](http://educause.edu/Fellow).
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Client Relationship Manager  
Tufts University

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Assumption College

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MIT

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Associate Director, Academic Computing and Media Services  
Bryant University

Kimberly Hall  
Learning Technologies Manager, Harvard Law School Library  
Harvard University

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**Deborah Moschella Saks**  
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**Dawn R. Thistle**  
Executive Director of Information Technology and Media Services  
Assumption College

**Pennie Turgeon**  
Vice President for Information Technology and CIO  
Clark University
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<thead>
<tr>
<th>Time</th>
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<tr>
<td>7:30–8:00 a.m.</td>
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<td>Ballroom Foyer</td>
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<tr>
<td>8:00–8:30 a.m.</td>
<td>Morning Seminar</td>
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<td>8:30–9:00 a.m.</td>
<td>Lunch for Preconference Seminar Participation Rotunda</td>
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<tr>
<td>9:00–9:30 a.m.</td>
<td>Seminar Refreshment Break</td>
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<tr>
<td>9:30–10:00 a.m.</td>
<td>Outside Room 552</td>
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MONDAY, MARCH 11

7:30 a.m.–5:00 p.m.
Registration Open
BALLROOM FOYER

8:30 a.m.–12:00 noon
Preconference Seminar
Please note: Separate registration and fee are required to attend this seminar

iPad Initiatives in Higher Education: Impacting Teaching and Learning
ROOM 551
Lynn Cooke, Instructional Technology Manager, Assumption College; Craig E. Mack, Project Director, Massachusetts Bay Community College; Sheryl Barnes, Assistant Director, Client Services, Educational and Scholarly Tech Services, Tufts University

The use of mobile devices for teaching and learning in higher education is an area of rapid change. This interactive workshop will explore iPad initiatives related to teaching and learning in this fast-moving arena. Through short presentations, group brainstorming, and collaborative activities, participants will get a broad sense of iPad initiatives at a range of schools. They’ll also share what they’ve done at their schools and work on plans for future initiatives.

Participants will leave the session with an awareness of the range of challenges associated with iPad initiatives, contacts at similar schools who have faced these challenges, lists of resources to use later for guidance and support moving forward, and an individualized plan for whether and how to approach leveraging iPads to improve teaching and learning in their own institutional contexts.

10:00–10:30 a.m.
Break
OUTSIDE ROOM 552

12:00 noon–1:00 p.m.
Lunch
ROTUNDA
1:00–5:00 p.m.

Preconference Seminar

*Please note: Separate registration and fee are required to attend this seminar*

**Senior Leadership Forum: Metrics That Matter**

*Sponsored by Atrion Networking Corporation*

**ROOM 551**

*Dawn R. Thistle*, Executive Director of Information Technology and Media Services, Assumption College; *Tracy Schroeder*, Vice President, Information Services and Technology, Boston University; *Pennie Turgeon*, Vice President for Information Technology and CIO, Clark University; *W. Lee Hisle*, Vice President for Information Services and Librarian of the College, Connecticut College; *Patrick Laughran*, CIO, Framingham State University; *Marti Harris*, Research Director, Gartner; *William Thirsk*, Vice President and Chief Information Officer, Marist College

This event will allow senior IT and library leaders to step back from the pressures of daily work and reflect on larger goals, trends, and opportunities at the discipline, institutional, and societal levels. This program will reengage us in big-picture thinking through a mix of presentations, panel discussions, and opportunities for facilitated exchange of ideas and solutions in the areas of learning analytics, operational metrics, and institutional and strategic performance indicators. We will explore ways to answer these questions: Are we doing the right things? Are we doing them the right way? Are we doing them well? How do we compare to others in our peer group? And are we getting the expected benefits?

2:30–3:00 p.m.

**Break**

**ROOM 551**
## TUESDAY’S SCHEDULE AT A GLANCE

<table>
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<th>Time</th>
<th>Event</th>
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<tr>
<td>7:00–7:30 a.m.</td>
<td>Breakfast (7:15–8:15 a.m.) East Prefunction Area and Rotunda</td>
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<tr>
<td>7:30–8:00 a.m.</td>
<td>Sessions (8:15–9:05 a.m.)</td>
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<td>Break (9:05–9:30 a.m.)</td>
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<td>8:30–9:00 a.m.</td>
<td>General Session: Frank Barrett (9:30–10:45 a.m.) Ballrooms D/E</td>
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<td>9:00–9:30 a.m.</td>
<td>Sessions (11:30 a.m.–12:20 p.m.)</td>
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<td>9:30–10:00 a.m.</td>
<td>Lunch and Roundtable Discussions</td>
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<td>Sessions (2:00–2:50 p.m.)</td>
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<td>Sessions (3:00–3:50 p.m.)</td>
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<td>Sessions (4:30–5:20 p.m.)</td>
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<td>Registration Open  Ballroom Foyer</td>
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<td>12:00–12:30 p.m.</td>
<td>Reception Omni Narragansett Ballroom A/B Lobby Level</td>
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7:00 a.m.–5:30 p.m.

Registration Open
BALLROOM FOYER

7:15–8:15 a.m.

Breakfast
Sponsored by NexGen Storage
EAST PREFUNCTION AREA AND ROTUNDA

8:15–9:05 a.m.

Concurrent Sessions

**IT Services: Support Models and Practices**

**Preparing the Masses for Yet Another LMS Migration: How BU Used a Crowdsourcing Concept to Train 4,000 Faculty and Thrived**
ROOM 554

*Kacie Cleary*, Educational Technologist, and *Domenic Screnci*, Executive Director Educational Media and Technology, Boston University

LMS migrations for an institution of any size can be a challenge when it comes to training. While there may never be “one size fits all” solution to any problem, at Boston University we found a way to expand our reach to a variety of university community members to successfully prepare and support our faculty. In doing so, BU was able to reach out to a large community by utilizing available resources and cultivating a community of users.

**Leadership and Organizational Development**

**Project Management Maturity: Where Does Your Institution Fall?**
ROOM 551

*Susan M. Zaslaw*, Associate Director, Computing Services, Dartmouth College; *S. Terry Ballantyne*, Director, Enterprise Solutions, and *Donna Volpe Strouse*, Policy and Strategic Planning Director, Wellesley College

Promoting a project management culture is a challenge for most institutions. They vary greatly in their use of PM tools and methodologies, and success is closely linked with implementation. Using the PM Maturity Model as a benchmark for determining an institution’s maturity level, participants will hear from two colleges at different stages of PM maturity and learn which tools and methodologies have been effective. Participants will also work with peers at similar stages of PM maturity and share challenges and keys to success underlying each level, as well as the steps they need to take to move to the next level.
“This Place Is Awesome!”: Program, Service, and Staff Planning for the Center for Science and Social Science Information

ROOM 553

Kelly Barrick, Head of Public Services, Center for Science and Social Science Information, and Themba Flowers, Manager, Academic Technologies, Yale University

This session will address how new services, staffing models, and a renovated space were created to support today’s interdisciplinary and technology-dependent scholarship. The Yale Science Library and the Social Science Library and University Information Technology’s Statistical Lab collaborated to gain a better understanding of our constituents’ teaching and learning needs, to design a new service program, and to renovate an existing space that’s optimally aligned with them. The use of data and data analysis across disciplines was recognized as a growing emphasis in science and social science scholarship. We will explain the process used and the outcome of this collaboration.

Policy, Regulations, and Security

E-Texts: Pilots, Lessons Learned, and Policy Implications

BALLROOM D/E

Joan Cheverie, Policy Specialist, Washington Office, EDUCAUSE; and Terry Simpkins, Director, Research and Collection Services, Middlebury College

Faculty, students, authors, and publishers have a stake in the textbook industry. As textbook publication models are transformed by online interactivity and open-source content, what are the implications for these stakeholders? EDUCAUSE and Internet2 are collaborating on a series of pilots involving electronic textbooks to evaluate technologies and business models in the migration from traditional textbooks to digital learning materials. The multicampus pilots test new models for financing, distributing, and using e-texts. There are a number of policy implications associated with electronic textbooks, including accessibility, affordability, intellectual property rights, and privacy. Lessons learned to date will be shared.

Teaching and Learning

Assessing Institutional Resources for a Learning Analytics Agenda

ROOM 552

Betzi Bateman, Program Director, Alan Girelli, Director, Center for Innovation and Excellence in eLearning, Edna Pressler, Counseling Center Director, University of Massachusetts Boston; and Matt Harris, Co-Founder, College Miner

Proponents believe learning analytics will allow designers to customize instruction to individual learners’ needs. At UMass Boston we’re actively assessing existing assets we can apply to a learning analytics initiative: learning where expertise exists internally, exploring
external partnerships, and researching access to (and reporting on) data collected through learning management systems. We will define learning analytics, demystify the (borrowed) methods of this new field, and review data collection and reporting features in proprietary learning management systems. Finally, we will describe our efforts to assess institutional readiness for learning analytics and scaffold activities for participants to consider their institutions’ readiness for learning analytics.

Corporate and Campus Solutions

**Gain Control and Improve Results by Effectively Coordinating Projects, Portfolios, Resources, and Services**

**Room 550**

**Andrew Graf**, Lead Analyst, TeamDynamix

Institutions are being called upon to do more with less, managing tight resource constraints and slashed budgets across projects, change management, service desk work and just keeping the lights on. In this presentation, we will discuss how higher education-tested methodologies and tools can enable IT leadership to make more confident decisions and improve outcomes by understanding the “big picture” comprised of projects, resources, operational work, and the service desk.

**9:05–9:30 a.m.**

Break

**9:30–10:45 a.m.**

General Session

**Cultivating a Culture of Creativity and Innovation: Learning from Jazz Improvisation**

**Ballroom D/E**

**Frank Barrett**, Professor of Management and Global Public Policy, Graduate School of Business and Public Policy Naval Postgraduate School

Today’s world involves change at an unprecedented pace. Managing creativity and innovation is becoming the most important responsibility for leaders in this new century. Leaders must build this capability in their people at all levels of the organization to initiate and implement the innovative solutions that can improve organizational effectiveness. This presentation will provide a model for creating an organization designed for maximum learning and innovation. Using jazz improvisation as the metaphor, participants will see how jazz players do what leaders find themselves doing: inventing novel responses without a plan or without certainty of outcomes and discovering the future that their action creates as it unfolds. Participants will gain a deeper understanding of factors that support innovation and creativity.
TUESDAY, MARCH 12

10:45–11:30 a.m.
Exhibit Hall Open with Refreshment Break
*Sponsored by lynda.com, Silver Partner*
BALLROOM A/C (EXHIBIT HALL)

Visit the exhibit hall and view the latest offerings from more than 50 corporations providing technology solutions for higher education. Events held in this area include refreshment breaks, dessert, and coffee on Tuesday and Wednesday, and a drawing for three free registrations to NERCOMP 2014.

To enter the drawing for one of three free registrations to NERCOMP 2014, pick up an exhibit hall floor plan card at the tote stuffing area. Visit the exhibit hall and get your card stamped by at least 15 exhibitors. Turn in your stamped card to NERCOMP Central (located in the exhibit hall) by **1:30 p.m. on Wednesday.** The drawing will immediately follow. You must be present to win.

11:30 a.m.–12:20 p.m.
Concurrent Sessions

**ECAR Research Tour: The Year in Review**
ROOM 551
Susan Grajek, Vice President, Data, Research, and Analytics, EDUCAUSE

Where does higher education stand in terms of analytics maturity, and what actions are needed to take it to the next level? How does your institution fare in providing students with the technologies that matter most? What are the best practices for assessing IT user satisfaction, fostering collaboration, and implementing value measurement initiatives? The EDUCAUSE Center for Applied Research (ECAR) can answer these questions and more by sharing key findings and practical recommendations from its recent research portfolio. Join ECAR on a tour of action-oriented results from past work, and learn about future research initiatives.

**IT Services: Support Models and Practices**

**E-Terns: What Every Campus Needs to Pull Off a Technology Revolution**
ROOM 552
Samantha Egan, Academic Technology Assistant, and Beth Gordon Klingner, Executive Director for Academic Technology, Pace University

Student aids, IMOs, e-portfolio “e-terns”: call them what you want, but be sure to have them on hand if you want technology to take off on your campus. With new technologies arriving constantly, it’s becoming increasingly important for clients to have a direct line of contact for support. Our student aids are the core of our support system and have allowed Pace University’s Department of Academic Technology to report consistent, quantifiable growth each semester. This presentation will describe the process, challenges, and successes behind recruiting, training, and managing a growing group of student assistants across a multicampus institution.
11:30 a.m.–12:20 p.m. cont.

Libraries and Scholarship in the 21st Century

Preparing Our Campuses for Digital Course Materials Adoption: An Improvised Panel

ROOM 554

Christina M. Finneran, Director of Academic Technology and Consulting, Judy R. Montgomery, Acting Librarian, and Michael Tucker, Course Materials Manager, Bowdoin College

Experimentation with digital course materials, including e-textbooks, is a hot topic in higher education. Working collaboratively, the Bowdoin Bookstore, Library, and Information Technology division are preparing their campus for adoption of digital course materials, supporting e-textbook pilots in several disciplines and building customized library e-collections. Experiences shared by speakers on an “improvised panel” will expand this conversation to include efforts at other institutions. Have you integrated commercial or open-source textbooks into your LMS or supported faculty development of alternatives to print textbooks? Please contact Tina Finneran (cfinnera@bowdoin.edu) if you would like to share your experiences as an improvised panelist.

Systems and Solutions

More Sharing, Less Forgetting: A Review of New Models for Organizational Management

ROOM 553

Patrick Masson, Chief Technology Officer, UMassOnline, and Kevin O’Brien, Manager of Administrative Services and Systems, University of Massachusetts Central Office

Do you know where to put all of the information that lives in your e-mail and your head? Are you barraged by a constant flow of information with no central place to put it? Well, a wiki for your campus and internal organization may be your answer. Join us to find out how one organization changed its day-to-day operations with the use of Confluence. We’ll discuss using a wiki to organize your organization and your documentation, as a self-help system (knowledgebase), and to keep content fresh and up to date.

Teaching and Learning

What Makes the Biggest Impact on Student Learning?

BALLROOM D/E

Dylan Buckley, Student, Victoria Gurrieri, Student, David Mamorella, Instructional Developer, and Jacqueline Warren, University at Albany, SUNY

An instructional designer/adjunct public speaking professor and three of his students at the University at Albany will discuss what teaching strategies and classroom environments (traditional lecture versus interactive and student-centered) made the biggest impact on student learning in college. Does the use of technology improve the learning experience? Social presence is important in classes, but does it impact
learning? What are some effective ways to measure what students are learning? Students will share what community building activities, assignments, assessments, and Blackboard tools they found most and least effective. Our findings are based on feedback from about 100 students at the University at Albany.

Corporate and Campus Solutions


ROOM 550

William L. Hoover, Professor of Anatomy and Physiology, Bunker Hill Community College; Rosemarie Console, Director of Marketing, Enterprise Solutions, McGraw-Hill Education

Students are continually assessed on what they know, what they don’t know, and what they are ready to learn next. The underlying challenge: students need to “learn how to learn.” Through McGraw-Hill Education’s newly released LearnSmart Advantage, a suite of superadaptive learning tools, students are guided on a personalized learning path to course mastery. The significant successes afforded by the science behind these tools help students stay motivated and stay in class. Come learn how adaptive learning tools work and how institutions like Bunker Hill Community College are using LearnSmart to increase student success and retention.

12:20–1:10 p.m.

Lunch and Roundtable Discussions

Sponsored by NexGen Storage

WEST PREFUNCTION AREA, EAST PREFUNCTION AREA, AND ROTUNDA

We invite you to join colleagues for a lunchtime roundtable discussion. At this discussion, you can network with those who share similar interests or responsibilities and discuss topics of particular interest to you. A conference attendee will host each roundtable and facilitate the discussion. 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. Please note these tables are reserved for participants from educational institutions.

Consolidating Mission-Critical Applications with Solid-State Storage

Lana Rosenzweig, East Coast Manager, NexGen Storage; Brian Lahoue, East Coast Manager, Strategic Hardware

E-Portfolios

Mark I. Berman, CIO, Siena College

Educational/Instructional Technologies/MOOCs

Katie L. Vale, Director of Academic Technology, Faculty of Arts and Sciences, Harvard University
TUESDAY, MARCH 12

12:20–1:10 p.m. cont.

**Faculty Development Initiatives**
Kevin Brassard, Vice President for Information Services, Nichols College

**Learning Outcomes Assessment**
Sheryl Barnes, Assistant Director, Client Services, Educational and Scholarly Tech Services, Tufts University

**Learning Spaces**
Themba Flowers, Manager, Academic Technologies, Yale University

**Library Collaborations**
Philip Lombardi, Director, Academic Computing and Media Services, Bryant University

**Marketing IT to the Rest of the College/University**
Veronica Brandstrader, Director of Planning and Communication, Wellesley College

**Mobile Devices**
Eric Zematis, Director of Enterprise Systems, Charter Oak State College

**Shopping for an LMS**
Amber L. Vaill, Assistant Dean of Online Instructional Services, Bay Path College

**Social Networking or Substitute**
David Gannon, Associate Director, Academic Computing and Media Services, Bryant University

**What’s Going On in the Cloud?**
Stefanie A. Henderson, Manager of Academic Services and Systems, University of Massachusetts Central Office

**Women in Technology: Leadership and Networking**
Mary Therese Durr, Director, Computing Support Services, Boston College

1:10–2:00 p.m.

Exhibit Hall Open with Dessert and Refreshments
*Sponsored by lynda.com, Silver Partner*

BALLROOM A/C (EXHIBIT HALL)

While enjoying coffee and dessert in the exhibit hall, view product demonstrations from more than 50 corporations offering technology solutions for higher education. Learn more about your association at NERCOMP Central and meet the board and program committee.
We Hear You: Transforming Student Feedback into Improved IT Services

ROOM 551
Sarah Spaulding, IT Director, Wharton Business School, University of Pennsylvania

Are the technology resources your organization provides to students meeting their educational needs and enhancing their academic success? This session will highlight ways to gather students’ feedback, analyze that data, and apply it to improve their user experience with your school’s resources. You will learn how gathering feedback can be easy and affordable (free!) and ultimately shape and enrich the services your organization provides while building a reciprocal relationship with students. Part of this session will be dedicated to learning from each other, so come prepared to share how you gather information from students about your services and why it is important to your organization’s success.

Revitalize, Remix, and Reuse: Preparing Students for the Future Workplace

BALLROOM D/E
Karl Carter, Director, Learning Technologies, Jacqueline Fritz, Faculty, Liaison Learning Technologies, and Linda McCann, Director, Library Services, Bucks County Community College

Bucks County Community College has created MInDSpace (Media and Instructional Design Space), an area within learning resources to facilitate student attainment of 21st-century skills to best prepare them for the future workplace. In this session, we’ll take participants through a comprehensive tour of the physical and virtual space. We will discuss the relationship between space design and services provided to faculty and students and how those services relate to other areas within learning resources.

Bootstrapping IT Security

ROOM 553
Robert Fletcher, IT Security Engineer, and Lea H. Snyder, Lead Systems Administrator, Brown University

This session will cover the history of the Brown Security Round Table, the benefits of this committee, and lessons learned. Come and talk to some of the founding members of this committee to learn how we are expanding security coverage without expanding resources. Learn how the committee provides great value and an excellent opportunity for cross-pollination, and why we believe it will help us innovate in this area into the future. Get a leg up by taking away our best practices and skip over the bumps we encountered when we got started.
CIFER: Open-Source Identity Management

**ROOM 554**

Benjamin Oshrin, Project Coordinator, Internet2

CIFER is a joint initiative of Internet2, Jasig, and Kuali intended to bring together a coherent, open-source identity management solution tailored for the education and research communities. This session will provide a brief overview of the initiative, followed by an opportunity for attendees to discuss the details of the work to date and how their campuses can benefit and get involved. Attendees are encouraged to review the CIFER materials available at www.ciferproject.org and https://spaces.internet2.edu/display/cifer in advance.

International Collaboration and Cultural Exchange in a Three-Nation Marketing Course

**ROOM 552**

Teodora Hristov, Instructional Designer, Office of Distance Learning Metropolitan Campus, Boston University; Alan Girelli, Director, Center for Innovation and Excellence in eLearning, and Irene Yukhananov, Senior Instructional Designer, University of Massachusetts Boston

Many online courses reach students around the world. One innovative pedagogical model involves full collaboration by universities in different countries whose students explore cross-cultural differences in business practices through a project-centered course. Designers at UMass Boston have developed a course rich in student engagement. Operating in cooperative instructional modes, faculty members at universities separated by geographic boundaries scaffold real-world experiences in the global business environment. Students collaborate in virtual, cross-cultural teams comprised of learners from the United States, Hungary, and Germany. The model scales well and can adapt to other international, intercultural studies.

Developing a Virtual Desktop Infrastructure at the MIT Sloan School of Management

**ROOM 550**

Wesley Esser, Director IT Consulting and Support, and Mark A. Riedesel, Associate Director of Operations, Infrastructure and Security, MIT

In the summer of 2009, the MIT Sloan School of Management embarked on a project to develop a virtual desktop infrastructure that would support virtual computer labs and replace desktops for faculty and staff. Join this session to hear representatives from MIT Sloan discuss the implementation and deployment of best practices, including how they are optimizing the infrastructure for large-scale
deployments; ensuring a highly personalized environment for users; developing a robust yet resource-efficient backup, disaster recovery, and upgrade plan; and maintaining availability and security of the VDI service.

3:00–3:50 p.m.

Concurrent Sessions

**IT Services: Support Models and Practices**

- **The Future of Student Computer Labs**
  **BALLROOM D/E**
  **David J. Blezard**, Academic Computing Systems Manager, University of New Hampshire

  Student computer labs have been a fixture of college and university campuses since the broad adoption of the personal computer over two decades ago. The technology and teaching landscape has changed greatly since then. Laptops, mobile devices, virtualization, cloud services, social media, and collaborative technologies all now call into question whether this service model continues to make sense. Some schools have already announced the phaseout of their student computing spaces. The University of New Hampshire is undergoing a yearlong review of our student computer clusters. We will share our process and conclusions.

- **Changing the Culture of an IT Organization, Whirlwind Style**
  **ROOM 551**
  **Jane Livingston**, Director, IT Strategy, Governance, and E-Services, and **Karen Pothemus**, Director, ITS Organizational Change Management, Yale University

  Yale’s IT organization is in transformation mode. The journey over the past 18 months has covered everything: a major reorganization; a top-to-bottom and side-to-side implementation of ITIL processes and a new tool for tracking incidents, problems, changes, and requests; a new governance structure rollout; the voice of community focus groups and activities; a major website redesign; and new structures to support and encourage change, communication, and innovation. This session will focus on the change efforts, share lessons learned, and discuss the pros and cons of implementing change at a very fast pace.

- **New Models for Faculty/Librarian Collaboration: Information and Digital Media Literacy Programs**
  **ROOM 554**
  **Jacqueline Fritz**, Faculty, Liaison Learning Technologies, Bucks County Community College; **Patricia O. McPherson**, Information Literacy and Outreach Librarian, Stonehill College

  Bucks County Community College and Stonehill College leveraged partnerships
3:00–3:50 p.m. cont.

among faculty and staff to improve students’ information literacy and digital media literacy skills. Representatives from each institution will discuss theoretical approaches to creating partnerships between faculty members and librarians. The impact of each institution’s program on student attainment of information literacy and digital media literacy skills will be discussed. Each program helped increase student engagement in conducting research and building skills necessary for the future workplace.

Systems and Solutions

An Approach to Deploying Virtualized Computing in Learning Environments

ROOM 553

Jeremy Anderson, Instructional Technologist, Fabiano Iacusso, Associate Director of Systems, Technology, and Planning, and Allan Smits, Associate Dean of Sciences and Graduate Studies, Quinnipiac University

As Quinnipiac University has deployed virtualized computing in learning spaces and administrative offices, a number of organizational changes have facilitated this paradigm shift. In this session, hear how an interdepartmental team with representatives from systems/planning, networking, academic technology, and client services has facilitated the creation, deployment, and ongoing support of virtual desktops. Further, you will learn the key role that clients (faculty and administrators) have played in the collaborative endeavor to engender a pleasurable user experience. Also learns tricks, tips, and best practices that have helped our institution overcome many of the challenges associated with virtualization.

Teaching and Learning

Real-Time Visual Analytics to Evaluate Online Collaboration

ROOM 552

Sarah Krongard, Instructional Designer, and John McCormick, Senior Instructional Designer, Lesley University

In this interactive session, participants will explore the use of learning analytics to improve the design and facilitation of online discussions. These emerging analytics tools provide real-time visual displays of information, allowing educators to quickly assess online interactions. The presenters will discuss the early efforts of a pilot project conducted using SNAPP, an open-source learning analytics tool that graphically displays discussion-board collaboration patterns. SNAPP’s visual representations of data illustrate aspects of online interactions that are difficult to discern using display tools currently available through learning management systems.
Corporate and Campus Solutions

**Enabling Student Success through Student Experience**

**ROOM 550**

**Keith Rajecki**, Senior Director, Industry Solutions

Today, highly effective education and research institutions are building a framework that supports the intersection of academics, administrative processes, and long-term constituent relationships to promote student success. They need solutions that adapt quickly to diverse and changing educational models. They expect operational excellence and a natural, intuitive, real-time user experience that promotes productivity and supports learning through collaboration.

**3:45–4:45 p.m.**

Exhibit Hall Open

**BALLROOM A/C (EXHIBIT HALL)**

**3:50–4:30 p.m.**

Refreshment Break

*Sponsored by lynda.com, Silver Partner*

**BALLROOM A/C (EXHIBIT HALL)**

**4:30–5:20 p.m.**

Concurrent Sessions

*IT Services: Support Models and Practices*

**Fair Use or Fair Game? How One College “Solved” Fair Use**

**BALLROOM D/E**

**Cyle Gage**, Systems Architect, Information Technology, **Elena O’Malley**, Assistant Library Director for Technology and Access Services, **Cheryl Schaffer**, Head of Media Services, and **Jenn Stevens**, Director, Instructional Technology Group, Emerson College

Across the college, there were copyright problems and questions: Help desk staff were asked to upload entire works into the LMS. IT staff discovered full-length copyrighted movies on our video streaming platform. Faculty asked librarians how much of a work they could use. If one staffer said he didn’t think the use was fair, people asked another, hoping for a different answer (and often got one). Come hear how four departments worked together and created an online fair use evaluation tool. Attendees will get to use the fair use tool to evaluate different scenarios. Source code is available for download.
4:30–5:20 p.m. cont.

**Leadership and Organizational Development**

**Headless Leadership: Unconferences and Other Spontaneous Disruptions in Your Workplace**

**ROOM 551**

**Trip Kirkpatrick**, Senior Instructional Technologist, **Louis J. Rinaldi**, Applications and Usability Manager, and **Randall Rode**, School of Drama, Information Technology Director, Yale University

What happens when a small group of progressive thinkers picks a broad theme (mobile, the cloud) and decides to assemble an unknown group of fellow employees to talk about an ill-defined number of unknown subjects? An unconference is born. Come learn how employees at Yale are using unconference principles to discuss, collaborate, and cross departmental boundaries to address issues of common concern. We’ll discuss specific examples, including day-long, campus-wide unconferences as well as peer teams transforming their culture by incorporating unconference principles into their communication and collaboration.

**Policy, Regulations, and Security**

**“I Want secureU”: How Communication and Marketing Has Transformed an ISO**

**ROOM 553**

**Jason Pufahl**, Chief Information Security Officer, University of Connecticut

The University of Connecticut ISO has leveraged a strategic communications and marketing strategy to create a program, called secureU, that people want to participate in. We have developed a message that resonates at every level of the organization and have designed information that can be presented in a variety of ways to increase the awareness of risk, improve the individual’s understanding of their responsibilities, and simplify complying with university policy. We will outline how a communications plan has enabled the ISO to be perceived as a partner, not a barrier, and increased our productivity and organizational acceptance tenfold.

**Systems and Solutions**

**How PHP is Transforming Wellesley College**

**ROOM 554**

**Christopher Card**, Purchasing Manager, and **John O’Keefe**, Director of Advising and Academic Support Services, Wellesley College

Wellesley College has released 34 web applications in one year that have improved the quality of life of faculty, staff, and students through timely and efficient data collection, manipulation, and display. With its custom PHP framework, Wellesley has been able to rapidly deploy new applications, avoid costs associated with similar close-sourced applications, and transform Wellesley College from a paper-driven to a web-driven institution. During this session, we will discuss
the implementation of Wellesley’s PHP framework, with a focus on our highly successful “Student Checklist” application, and expound on the benefits of our custom application strategy.

Teaching and Learning

Planning, Designing, and Delivering an Engaging and Effective Web Conference
ROOM 552

Gino Beniamino, Instructional Technologist, Kristin Sullivan, Manager, instructional Technology, and William Wisser, Instructional Designer, Harvard University

Today more than ever, professionals need to communicate and collaborate with each other to accomplish their work. While tight budgets, busy schedules, and technology advancements make web conferencing a desirable delivery option, an effective and engaging web conference requires more than just learning the technology. In this session, you will learn tips, best practices, and lessons learned about planning, designing, and delivering live online experiences. This workshop will draw on Harvard Graduate School of Education’s extensive experience using web conferencing with faculty and staff for virtual guest speakers, virtual office hours, webinar-style conferences, online meetings, one-on-one consultations, and more.

Corporate and Campus Solutions

User-Created Video Content with Camtasia Relay
ROOM 550

Christine Paige, Educational Technologist, The College of Saint Rose; Walter Pelowski, Customer Solutions Engineer, TechSmith Corporation

In the summer of 2011 we initiated a pilot of Camtasia Relay with a small number of faculty who explored its uses and leveraging Relay with what they were already using. We will share our pilot project, as well as our full rollout implementation in the fall of 2011, and show real examples of how our faculty used Relay and created richer content in their courses. We will also discuss our rationale behind using these technologies, our faculty’s use of them, and the effect of these technologies on student performance, perception, and attendance.

5:30–6:30 p.m.

Reception
OMNI NARRAGANSETT BALLROOM A/B (LOBBY LEVEL)

Please note: Please wear your name badge for admittance

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

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>7:00–7:30 a.m.</td>
<td>Registration Open</td>
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<tr>
<td>7:30–8:00 a.m.</td>
<td>Breakfast East Prefunction Area and Rotunda</td>
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<tr>
<td>8:00–8:30 a.m.</td>
<td>Sessions (8:30–9:20 a.m.)</td>
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<td>8:30–9:00 a.m.</td>
<td>General Session: Elizabeth Coleman (9:30–10:45 a.m.) Ballrooms D/E</td>
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<td>9:30–10:00 a.m.</td>
<td>Lunch East Prefunction Area and Rotunda (12:20–1:30 p.m.)</td>
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<td>10:00–10:30 a.m.</td>
<td>Constituent Group Meetings and Poster Sessions (1:50–2:40 p.m.)</td>
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<td>Sessions (3:50–4:40 p.m.)</td>
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<td>2:30–3:00 p.m.</td>
<td><strong>Exhibit Hall Open with Dessert and Refreshments</strong> <em>(1:10–1:50 p.m)</em> <em>Ballrooms A/C (Exhibit Hall)</em></td>
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<tr>
<td>3:00–3:30 p.m.</td>
<td><strong>Exhibit Hall Open with Dessert and Refreshments</strong> <em>(1:10–1:50 p.m)</em> <em>Ballrooms A/C (Exhibit Hall)</em></td>
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<td>3:30–4:00 p.m.</td>
<td><strong>Exhibit Hall Open with Dessert and Refreshments</strong> <em>(1:10–1:50 p.m)</em> <em>Ballrooms A/C (Exhibit Hall)</em></td>
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<td>4:00–4:30 p.m.</td>
<td><strong>Exhibit Hall Open with Dessert and Refreshments</strong> <em>(1:10–1:50 p.m)</em> <em>Ballrooms A/C (Exhibit Hall)</em></td>
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<td>4:30–5:00 p.m.</td>
<td><strong>Exhibit Hall Open with Dessert and Refreshments</strong> <em>(1:10–1:50 p.m)</em> <em>Ballrooms A/C (Exhibit Hall)</em></td>
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<td>5:00–5:30 p.m.</td>
<td><strong>Exhibit Hall Open with Dessert and Refreshments</strong> <em>(1:10–1:50 p.m)</em> <em>Ballrooms A/C (Exhibit Hall)</em></td>
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7:00 a.m.–4:30 p.m.

Registration Open
BALLROOM FOYER

7:30–8:30 a.m.

Breakfast
EAST PREFUNCTION AREA AND ROTUNDA

SIGmaster Breakfast
(By invitation only)
ROOM 556

8:30–9:20 a.m.

Concurrent Sessions

Leadership and Organizational Development

Creativity at Work
ROOM 551

D. Grainger Wedaman, Director of Outreach, Brandeis University; Colleen Wheeler, Web Strategy, Wheaton College

We hear daily calls for innovation, experimentation, and creativity as responses to the various changes in the world of higher education. No longer are our jobs just about efficiency, productivity, standardization, and best practices; now we’re also asked to disrupt, challenge, rethink, and create new paradigms. We need to grow our workplaces into environments that encourage and support us in being creative. But how? This session will explore practical answers to that question, drawing on the work of researchers, writers, and teachers of creativity, and on the presenters’ own experience in developing creative organizational protocols and leading jazz music ensembles.

Libraries and Scholarship in the 21st Century

Lending iPads 101: Steps to Loan from Your Library
ROOM 554

Chris Bellotti, Commons Technology Specialist, Julie DeCesare, Commons Librarian, Head of Research and Education, and Hailie Posey, Digital Publishing Services Coordinator, Providence College

This presentation will cover the initial rollout of the iPad lending program, including staff training and education, technology purchases, security and loan policies, campus partnerships to aid the program, creation and implementation of a patron survey assessment, unintended results, and our future plans to build and improve on the program. We will also highlight our use of “mixed mode” installation of apps. We maintain and continuously update a specific selection of apps included in the iPad image for lending/circulation while still giving patrons the ability to use their Apple ID to add apps and use the device in a personal context.
Systems and Solutions

Improving Prospect Outreach through Communications and Workflows
ROOM 553

Aimee Berube, Senior User Liaison, Kenneth Kaplan, Assistant Director of Admissions, and Patricia Patria, CIO, Becker College–Worcester

This session will provide an overview of how to leverage targeted communications and workflow technology to improve outreach to prospects. We will highlight the importance of understanding the business processes within an enrollment area and how you can improve on business process through the use of technology. We will also demonstrate how workflows can automate routine tasks so staff can focus efforts in a more productive manner, how outreach through e-mail communications can assist in the recruitment process, and how statistics can shape the way efforts are focused.

Teaching and Learning

Emerging Technologies in the Humanities Classroom
ROOM 552

Anastacia Pathiakis, TMKP Project Manager, and Jeanne Po, Associate Director, Instructional Design and eTeaching Services, Boston College; Sarah Anne Carter, Lecturer, History and Literature, Harvard University

Presenters will explore ways emerging technologies can be adapted for the humanities classroom. First, Boston College will share MediaKron, a web-based teaching application developed to allow faculty to organize digital instructional materials and to create dynamic learning environments. MediaKron offers a variety of features to present images, video, audio, and text in innovative ways. Next, an interdisciplinary team of educational technologists, faculty, and students from Harvard will explore how they collaborated.

Corporate and Campus Solutions

BYOD: Changing Education in the Classroom and the Data Center
ROOM 550

Bob Burwell, CTO, State and Local Government and Education Markets, NetApp

Bring your own device has been a hot trend in many environments, with education at the forefront, witnessing some of the most profound effects. BYOD has changed how students learn and communicate with instructors both inside and outside the classroom, often enabling learning to move beyond the traditional classroom setting. The data center has not been immune to these changes either, as BYOD drives a consolidation of data and services into the data center, drastically raising the visibility and impact of any disruption there. This session will look at the different facets and impacts of BYOD and its effect on IT organizations inside and outside the data center.
9:30–10:45 a.m.
General Session
*Sponsored by Tuition Management Systems*

**Improvisation and Innovation: Rhetoric and Reality**

BALLROOM D/E

*Elizabeth Coleman*, President, Bennington College

We are unlikely to achieve the kind of institutional agility we desire—openness to new ideas, responsiveness to a changing world—if we persist in addressing questions of innovation, improvisation, and collaboration outside the context of our institutional reality. This address will focus on issues of institutional design as they relate to the likelihood that improvisation and fresh thinking (or, for that matter, thinking at all) is a serious option.

10:45–11:30 a.m.
Exhibit Hall Open with Refreshment Break
*Sponsored by Ellucian, Platinum Partner*

BALLROOM A/C (EXHIBIT HALL)

A drawing for a chance to win a free registration to NERCOMP 2014 will take place during this afternoon’s break in the exhibit hall. To enter the drawing, visit at least 15 exhibitors and get a stamp on your floor plan card (floor plan cards are located in the tote stuffing area near registration). Drop off your stamped card at NERCOMP Central by 1:30 p.m. The drawing will immediately follow (must be present to win!)

11:30 a.m.–12:20 p.m.
Concurrent Sessions

*IT Services: Support Models and Practices*

**Who Needs a Help Desk, Anyway?**
ROOM 551

*Duncan Sutherland*, Chief Technology Officer, Vermont Law School

When hired as Vermont Law School’s CTO in September 2011, shortly after Tropical Storm Irene from which the school’s data center suffered a catastrophic heat event, the speaker announced three immediate changes to the IT department: (1) the name of the department would no longer be Information Technology, (2) the help desk would be eliminated, and (3) the department would be reorganized into two teams, Technology Operations and Technology Competency. In this session, he will discuss the rationale behind these changes, briefly review progress to date, and share key lessons learned.

*Leadership and Organizational Development*

**The Unified Organization of the Social Age: Fighting the Silo Tendency**
ROOM 552

*D. Grainger Wedaman*, Director of Outreach, Brandeis University; *Marty Y. Chang*, Chief Technology Officer, Granite State College; *Lisa V. Trubitt*, Assistant CIO for Policy and Communications, University at Albany, SUNY
Abraham Lincoln said it well: “A house divided against itself cannot stand.” We all know that there is strength in unity, yet all too often, IT staff operate in the silos dictated by their functional areas. This practice is common, despite the fact that many IT leaders see the ability of their organizations to engage with the campus as critical to their success. This presentation will address both theoretical and practical approaches to moving toward a more collaborative culture. Learn how three different institutions are addressing this shared problem.

**Libraries and Scholarship in the 21st Century**

**Emily Dickinson on the iPad: Designing a Digital Collection for 21st-Century Scholarship**

**ROOM 554**

*Aaron Coburn*, Systems Administrator and Programmer, *Howard Hanna*, Web Developer, and *Kelcy Shepherd*, Head of Digital Programs, Amherst College

Amherst College is producing a wealth of born-digital and digitized content, from the manuscripts of Emily Dickinson to the minutes of the board of trustees. In response, the Library and Academic Technology Services are working collaboratively on a digital collections system that addresses a complex landscape of varied formats, differing access restrictions, sophisticated user expectations, and multiple devices. Rich metadata and an easy-to-use, attractive interface support user discovery, and further development will provide tools for researchers to interact with and repurpose content and data to suit their own needs.

**Systems and Solutions**

**Where’s the Paper? Admissions Gone Paperless at Bowdoin and Wellesley**

**ROOM 553**

*Peter Wiley*, Director of Business Intelligence and Data Warehousing, Bowdoin College; *Ganesan Ravishanker*, CIO, Wellesley College

“Paperless admissions” has been in the vocabulary of many institutions and, while a few have accomplished this feat, many are struggling to achieve it. Borrowing from implementations undertaken at Bowdoin and Wellesley, we will discuss each college’s approach to the project under aggressive timelines, the collaboration between IT and admissions, and the technologies involved (both colleges use NOLIJ). Special attention will be given to the factors that contributed to their success, from Wellesley’s new focus on agile development and its creative use of various tools to deliver an integrated solution to Bowdoin’s investment in business process analysis.

**Teaching and Learning**

**Passive to Active: Turning the Classroom Around**

**BALLROOM D/E**

*Kabrina Krebel Chang*, Assistant Professor, *Rebecca Kessler*, Curriculum Technology Manager, and *David Rysin*, Student, Boston University

A new studio classroom environment provides the backdrop for the case study of
11:30 a.m.–12:20 p.m. cont.

A professor working to incorporate technology and new learning strategies into her class in a pedagogically responsible way. We will discuss the practical considerations of this, including how to ensure that new strategies are universal in their application, and student responses to the technology and changing course structure. Participants will gain an understanding of the challenges of turning theory into action in terms of innovating with educational technology, and how to improve student outcomes from blending technology with more active pedagogical approaches. Participants are encouraged to share best practices.

Corporate and Campus Solutions

**Large Network? Small Staff? Wireless Density Issues? Address These Challenges and More with Enterasys OneFabric**

**ROOM 550**

**John Hanahan**, Vice President, Product Management, Enterasys Networks;

**Susan McHugh**, Executive Director, Information Technology Services, Mount Wachusett Community College

As enrollment has steadily increased at Mount Wachusett Community College, so have the demands for a flexible, high-performance wired and wireless network. Limited staff resources put the demand for greater visibility to critical application and an easy-to-deploy solution high on the list. After exhaustive research, the institution selected Enterasys Networks to combat the challenge. The speakers will be on hand to discuss how Enterasys OneFabric is addressing evolving demands for high-density wireless and the importance of flexible network architecture, as well as how they provide the best possible application delivery for the myriad of devices touching the MWCC network.

12:20–1:30 p.m.

**Lunch**

*Sponsored by Tuition Management Systems*

**EAST PREFUNCTION AREA AND ROTUNDA**

**Annual NERCOMP Institutional Representative Lunch Meeting**

*(By invitation only)*

**ROOM 557**

1:10–1:50 p.m.

**Exhibit Hall Open with Dessert and Refreshments**

**BALLROOM A/C (EXHIBIT HALL)**

Don’t miss your last opportunity to visit the NERCOMP 2013 exhibit hall and NERCOMP Central. In addition, winners will be drawn for a free registration to NERCOMP 2014. Must be present to win!
Constituent Group Meetings

Administrative Systems Management Constituent Group
ROOM 553
Matthew S. Burfeind, Deputy CIO, Massachusetts College of Art and Design

This constituent group discusses the types of issues managers encounter in selecting, planning, implementing, managing, and decommissioning administrative systems. These issues include determining the impact of new technologies, managing and integrating diverse operating environments, and defining an environment and interfaces that can ensure that administrative systems will effectively serve institutional and individual needs.

Blackboard NENY Users Constituent Group
ROOM 550
Kevin Corcoran, Executive Director, Connecticut Distance Learning Consortium; Robin S. Robinson, Director, Education Technology, Framingham State University; Andrea Milligan, Director of Instructional Technology and Design, North Shore Community College; Stefanie A. Henderson, Manager of Academic Services and Systems, University of Massachusetts Central Office

The Blackboard NENY Users Constituent Group is designed to address the needs of the local learning management systems user communities and provide a joint forum for networking and sharing ideas. Come hear how your peers in the Northeast are using Blackboard Learn for innovation in teaching, learning, and community building and learn more about Blackboard’s vision, strategic direction, and latest products and services. (WebCT and Angel users are also included.)

IT Communications/ITCOMM Constituent Group
ROOM 552
Lisa V. Trubitt, Assistant CIO for Policy and Communications, University at Albany, SUNY

The ITCOMM Constituent Group addresses the challenges faced by IT professionals and their organizations in communicating clearly to campus constituencies. Join your colleagues, meet other IT communicators from the Northeast, and learn more about the resources shared by the ITCOMM community.

Network Management Constituent Group
ROOM 551
Brian Helman, Director ITS/Networking Services, Salem State University

Since their inception, the NET-MAN and Wireless groups have discussed a wide range of topics relevant to network managers including convergence, bandwidth management, management systems, security, wireless technologies, and support. This gathering will allow network managers to share ideas about their current professional challenges and new or emerging technologies with other networking experts from a wide variety of institutional backgrounds. You need not be a group member to attend. Please join us if you’re a network manager or simply if you’re interested in network technologies.
Poster Sessions
WEST PREFUNCTION AREA

These poster sessions allow for conferees to share campus experiences with colleagues on a one-to-one basis. This is your chance to learn exactly what you need to know about interesting initiatives.

**IT Services: Support Models and Practices**

**Delivering Engaging and Informative Web-Based Training**

*Cristina Maldonado*, Manager, IT Training and Documentation, Tufts University

Commercial software and service provider markets have been using webinars as a means to communicate with customers and provide distance training programs. While ubiquitous, webinars have yet to make much movement within institutions of higher education, particularly within IT. IT organizations can deliver both cost-effective and highly engaging training and informational sessions using the webinar format. After attending this session, attendees will be able to identify best practices for training design and facilitation and select tools within web conference solutions that can enhance both design and facilitation choices.

**Implementing Better Classroom Technology for Teaching: The Benefits of Transitioning to Dual HD Displays and How We Got There**

*Karen Storin Linitz*, Director of Academic Technology and Innovation, and *Alfred Osward*, Director of IT Services and Support, Emmanuel College

In an effort to respond to faculty and student requests and to enhance classroom teaching overall, Emmanuel College recently developed and successfully introduced a flexible, dual-screen HD-display-based classroom technology system. This presentation will explore the practical aspects of implementing the change, including how valuable input was gathered from faculty both before and during the implementation, how IT successfully collaborated with A/V contractors to get the project done, the unexpected benefits of the technology outside the classroom, and the role of our new Academic Technology group in providing support to faculty in using technology to enhance their teaching.

**Leadership and Organizational Development**

**Data Stewardship and Reporting: Empowering Clients to Say Yes to Their Own Mess**

*Christopher Jones*, Director, Solutions Consulting and Information Management, Berklee College of Music

Jamming on concepts about minimal structure, maximum autonomy, and the need for active listening and “followership” explored in Frank Barrett’s *Yes to the Mess: Surprising Leadership Lessons from Jazz*, we will explore how at Berklee College of Music we designed and then matured our reporting service.
as a tool that a broad range of users could use to steward their own data and also collaborate with each other to manage data interdependencies.

**Moving to the Cloud: An Unexpected Professional Development Opportunity**

**Mike Grosshandler**, Senior Programmer/Analyst, and **Bry-Ann Yates**, Program Analyst, Identity and Access Management, University at Albany, SUNY

When UAlbany moved its entire campus to Microsoft’s Live@edu, e-mail service wasn’t the only thing that improved. Learn how outreach and diplomacy contributed to a successful migration, as well as a plethora of professional development opportunities for junior staff.

**Libraries and Scholarship in the 21st Century**

**Accessibility and the Penn State University Libraries**

**Binky Lush**, Manager, Discovery Access and Web Services, The Pennsylvania State University

The Penn State University Libraries has spent the last year on an intensive web accessibility remediation process, aimed at making our online presence accessible to all library users. Our team has developed and implemented a plan to bring the libraries’ site and applications into compliance with the WCAG 2.0 AA standards and to sustain the level of accessibility that we have achieved. We will talk about strategies for achieving compliance and maintaining these efforts in the long term and how effective communication can bring about the necessary culture shift to ensure that accessibility becomes an integral part of every project.

**Going Mobile: iPad Pilot Program for Library Staff**

**Jamie Dendy**, Head, Research and Instruction, and **Diann Smothers**, Research and Instruction Librarian, Northeastern University

Faced with an increasingly mobile environment, the Northeastern University Libraries initiated a pilot program to distribute iPads among reference and liaison librarians to improve awareness and facility with mobile devices. We will share and discuss our experiences with selection, training, and deployment, as well as our expectations and the results of the pilot and its expansion.

**Using Information Architecture Standards to Make Library Websites More User-Friendly and Resources Easier to Discover**

**Amy Deschenes**, Systems and Web Applications Librarian, Simmons College

This interactive presentation will summarize how to use principles of information architecture in your organization’s website and how to define content standards to optimize website usability. While many presentations address how to conduct usability testing, this presentation will look at ways to implement effective change after analyzing the results of usability testing, making websites easier to use. Attendees will have the opportunity to inventory online content, draft a web content architecture plan, and strategize how to promote information architecture best practices within their organizations.
1:50–2:40 p.m. cont.

Policy, Regulations, and Security

Phishing and Spear Phishing, and What to Do about Them

Mark I. Berman, CIO, and Angelo Santabarbara, Director Networks and Systems, Siena College

There has been a dramatic increase in phishing and other hacker attacks this year. Many in our communities have fallen prey to identity theft attacks, have had their e-mail accounts compromised, or have been tricked into downloading malware onto their machines, which has spurred a great deal of discussion among security professionals trying to figure out how to handle the problem. Siena College has taken a multipronged strategy, educational as well as technical. This session will present Siena’s approach, detail how successful we have been, and survey approaches used by other institutions.

Systems and Solutions

Creating a Prior Learning Assessment E-Portfolio Development System on WordPress

Steve Covello, Rich Media Specialist, and Elizabeth Anne Gauffreau, Director of Individualized Learning, Granite State College

Prior learning assessment efforts are challenged with helping students present their cases for receiving degree credit for prior learning, including workplace training and other college-level learning from life experience. This presentation will show how Granite State College developed a low-cost e-portfolio blog system using a self-hosted WordPress multisite to simplify student e-portfolio development, centralize information, reduce labor intensity, and streamline access for all participants. The result is a highly focused narrative of student experience, which also minimizes participants’ feelings of overload.

Thin Computing Innovation: Big on Benefits Today and Tomorrow

Steve Balash, System Administrator for Desktop Services, and Gary Hammon, CIO, Newbury College

You are using thin computing where? Stop by and explore the possibilities as we share our experiences implementing virtual desktops in five diverse service areas. The lessons learned go beyond the cost savings and service improvements that we will also be discussing. See how customer requirements drove the decisions and produced both unexpected challenges and strategic benefits.

Teaching and Learning

E-Portraits: Getting to Know Your Online Instructor

Christopher Neidig, Senior Instructional Designer and Project Manager, Frances Rowe, Director of Instructional Design, and Daniel Shpak, Junior Instructional Designer, QU Online, Quinnipiac University
Quinnipiac University Online collaborates with faculty members to create professional quality, video-based biographies called e-portraits. Directed, filmed, and edited by experienced QU Online staff, e-portraits are fun and educational to implement. Faculty learn new skills about digital-media creation and can use their video as they like (e.g., for personal branding and marketing, as a tenure portfolio, for conference promotion or course self-introduction). Having a personalized introduction of the faculty also helps the online course come alive for the students.

**First We Show Them the Toaster**  
**Erik Brillon**, Academic Program Manager, Post University  

What do an electric toaster, a movie trailer, and a card game have to do with IT? How do these disparate items find their way into a discussion of teaching and technology? Touching on subjects from writing technical manuals to dealing with the untimely death of a project manager, we will deliver a humorous, focused, and simple strategy for developing engaging and successful course content using modern digital tools and some old-fashioned cognitive strategies. This presentation will provide a valuable roadmap for course design in the fast-changing landscape that is information technology in the 21st century.

**MOOCs in Higher Education: Options, Affordances, and Potential Pitfalls**  
**Apostolos Koutropoulos**, Online Program Coordinator, University of Massachusetts Boston  

The year 2012 has seen, without a doubt, a lot of news, opinion, banter, and some research on massive online open courses. While this experimental form of online learning isn’t entirely new, it’s caught the eye of institutions of higher education and investors. With all the talk of Coursera, Udacity, and our local initiative edX, it’s important not to get boxed into one way of thinking about MOOCs. This poster aims to showcase some of the MOOC delivery options as well as the pedagogical and institutional implications around them. This session is of interest to technologists, instructors, and upper-level university administrators.

**weLogger: A Collaborative Field Research and Citizen Science Tool**  
**Scott Payne**, Director of Academic Technology Services, Amherst College  

weLogger is a field research tool freely available as an iOS app that can be used by physical, biological, environmental, and social scientists to collect data in the field. Researchers can take photos, record video and audio, and make text notes all tied to GPS coordinates. Users upload the data they have collected to a custom Google Maps mashup application provided free with the mobile app that serves as a data repository and provides an interface for viewing data in a map interface.
2:50–3:40 p.m.

Concurrent Sessions

**IT Services: Support Models and Practices**

**Integrating Cloud-Based Video and Audio into Two Learning Management Systems**

**ROOM 554**

**Rebecca Darling**, Assistant Director, Instructional Technology, and **Kenneth Freundlich**, Director, Emerging Technologies, Wellesley College

This session will describe why and how Wellesley chose to partner with a third party (Kaltura) to provide cloud-based storage, management, and streaming of course-assigned videos and audio clips. We will also describe Kaltura’s integration with our learning management systems (Sakai and Google Apps) and the development and implementation that entailed. We will demonstrate how faculty can self-manage their course content and students can directly upload video clips in our Sakai environment. Finally, we will discuss our challenges and successes making Kaltura work with mobile devices.

**Leadership and Organizational Development**

**ITSM Governance: Moving Ahead and Staying on the Rails**

**ROOM 551**

**Ricardo Chavira**, Director, Service Management, Yale University

Perhaps the only thing more challenging than starting a service management initiative is keeping it going. After implementing some ITIL processes, how do you maintain momentum, build on successes, and remain consistent with best practices you’ve worked to put in place? That calls for good governance. We’ll discuss how governance, which involves who makes decisions and how, needs to be part of the planning and ongoing operations of any ITSM initiative. We created an ITSM community of practice, process owners, an enterprise-wide CAB, and a service board. Together, they keep our ITSM program moving, and moving in the right direction!

**Policy, Regulations, and Security**

**Husky Hunt: Crowdsourcing Security Awareness**

**ROOM 553**

**Mick DiGrazia**, Information Security Analyst, University of Connecticut

Learn about how the University of Connecticut turned security awareness into a game and had students tweeting, sharing, and liking messages about password strength, phishing, privacy settings, Internet security, and more! The goal of Husky Hunt is to be a fun and engaging way to deliver security awareness to students using the platforms, content, and format they prefer and are familiar with.
Systems and Solutions

Video Streaming: Cost-Effective and Professional Solutions
BALLROOM D/E

Aaron Coburn, Systems Administrator and Programmer, and Marcus DeMaio, Video Production Specialist, Amherst College; Scott Tiner, Assistant Director for Digital Media, Classroom Technology, and Event Support, Bates College

Colleges and universities are providing live-streamed web broadcasts for an increasing number of campus events. Still, there are many questions about the equipment and infrastructure needed to deliver video, as well as how to support mobile devices. In a joint presentation from Bates and Amherst, this session will give details about the equipment, services, and technology used to stream video in a scalable and cost-effective manner. Attendees will leave the presentation ready to make live, public broadcasts of campus events to a growing audience of parents, alums, and other interested viewers, all at a reasonable cost to the institution.

Teaching and Learning

What the MOOC Have We Done? UMass Boston Shares Design Perspectives from Two Projects
ROOM 552

Christian de Torres, Instructional Technologist, Alan Girelli, Director, Center for Innovation and Excellence in eLearning, Rezarta Hyseni, Instructional Designer, Apostolos Koutropoulos, Online Program Coordinator, and Kevin O’Rourke, Instructional Designer, University of Massachusetts Boston

By summer’s end, UMass Boston will have sponsored two MOOCs hosted in two distinct learning platforms, Exploration of Molecular Dynamics and Coasts and Communities. What connects these diverse MOOCs is participation by a team with skills in instructional design, instructional technology, media design, and video production, all represented on this panel. During the session, team members will unpack findings and reveal the questions that remain for us regarding exactly how, how much, and how well our combined experience and skills have prepared us to develop MOOCs. Many attendees will likely have experience participating in (if not designing) MOOCs, so we’ll “turn the microphones around” to learn how other institutions and individuals have experienced MOOC-based learning.

Corporate and Campus Solutions

MOOCs, Online Technologies, and Competency-Based Learning
ROOM 550

John F. Ebersole, President, Excelsior College; Haven Ladd, Partner, The Parthenon Group

The online rush is unleashing enormous energy and is rapidly being embraced by students and institutions, but choosing the right model (hybrid, self-paced, MOOCs) can be daunting. Amid the enthusiasm, many institutions have lost sight of important questions: Why is your institution going online, and how is it aligned
to your mission and values? Which students should be online, and under what conditions? How well is your institution performing today? What does it take to make the online experience compelling and effective? Join Excelsior College and the Parthenon Group to explore the online modality and how leading higher education institutions are addressing these tough questions.

3:50–4:40 p.m.
Concurrent Sessions

IT Services: Support Models and Practices

Mobile, Mobile Everywhere and Not a Policy in Sight

ROOM 551

Robin S. Robinson, Director Education Technology, and Deborah Moschella Saks, Director of ITS, User Services, Framingham State University

Mobile computing is impacting our institutions at greater frequency. New and novel apps are integrated into the educational landscape almost every day. Servicing these solutions is no longer the responsibility of a single department. Framingham State University’s collaborative team met this challenge by delivering a mobile strategy in a three-month time frame. Implementing a Mobile Strategy based on a collaborative team approach is the theme of our presentation. Personal stories, reflections, audience interaction, and lessons learned frame our interactive session. The audience is encouraged to ask questions and participate with the presenters.

Leadership and Organizational Development

Incorporating Student Voices in IT Governance

BALLROOM D/E

Shannon Rice, Senior Product Manger for Academic Technology, and William Wisser, Instructional Designer, Harvard University

Instructional technology professionals struggle to keep pace with the rapidly changing landscape of emerging tools and user requirements. Too often implementation and support decisions are made without meaningful contribution from the primary user group: students. In the past year, three schools at Harvard University independently developed student advisory committees in an effort to help guide decisions regarding tool adoption, allocation of services, and support models. Participants at this session will hear lessons learned from the implementation and evaluation of the two committees and consider the opportunities presented by the creation of a student advisory committee at their own institutions.
Libraries and Scholarship in the 21st Century

Digitizing Archival Material for the Classroom

ROOM 554

*Jenifer Bartle*, Digital Collections Librarian, and *Ian Graham*, College Archivist, Wellesley College

The Wellesley College Archives holds a collection of the correspondence of 19th-century American sculptor Anne Whitney. A subset of these letters were digitized for preservation and access; they were then used as original source material in a seminar using techniques and tools common to digital scholarship to build a collaborative scholarly resource to enrich the collection for students and researchers worldwide. The multiconstituent project team includes archivists, instructional technologists, librarians, faculty, and students. Our session will detail how we developed the collection and our partnership with faculty and students to create scholarly value around this collection using open-source tools.

Systems and Solutions

Co-Location Collaboration: Building a Data Center Together

ROOM 553

*Deborah Pepper*, Director, Operations and Collaborative Services, Colleges of the Fenway; *Carlos Varum*, Director of IT, Emmanuel College; *Matthew S. Burfeind*, Deputy CIO, Massachusetts College of Art and Design

In the summer of 2012, Emmanuel College and Massachusetts College of Art and Design, both members of the Colleges of the Fenway consortium, consolidated their data centers in a shared facility outside of Boston. The project increased the reliability of their infrastructure while reducing long-term costs. This presentation will describe the project, how it has benefited all three organizations, and how other small colleges can learn from their experience to build strong intercollegiate relationships.

Teaching and Learning

Building a Foundation for Classrooms without Walls

ROOM 552

*Marta Botelho*, CIO, and *Andrea Humphrey*, Assistant Professor of English, Regis College

Focusing on the importance of rich, institutionally supported faculty development and training, creating a cadre of faculty mentors, and fostering a web of successful collaboration among faculty as well as between faculty and staff, students, and regional colleagues, we will detail the preparation required, logistics of distribution and various modes of training, as well as the successes and lessons learned as Regis College went “all iPad” and laid the foundation for implementing and sustaining a mobile initiative campus-wide. We will close with an exchange of strategies among session attendees.
EXHIBIT HALL INFORMATION

EXHIBIT HALL HOURS

Tuesday, March 12
10:45–11:30 a.m.
1:10–2:00 p.m.
3:45–4:45 p.m.

Wednesday, March 13
10:45–11:30 a.m.
1:10–1:50 p.m.

NERCOMP 2013 EXHIBIT HALL
Visit the exhibit hall and view the latest offerings from more than 50 corporations providing technology solutions for higher education. Events held in this area include refreshment breaks on Tuesday and Wednesday, a drawing for three free registrations to NERCOMP 2014, and visiting hours for NERCOMP Central.

NERCOMP 2014 DRAWING FOR FREE REGISTRATIONS
To enter the drawing for one of three free registrations to NERCOMP 2014, pick up an exhibit hall floor plan card at the tote stuffing area. Visit the exhibit hall and get your card stamped by at least 15 exhibitors. Turn in your stamped card to NERCOMP Central (located in the exhibit hall) by 1:30 p.m. on Wednesday. The drawing will immediately follow. You must be present to win.

NERCOMP CENTRAL
Located in the exhibit hall, NERCOMP Central will host representatives from the NERCOMP Board and Program Committee to answer your questions and share information about your association. This year, there is a focus on the professional development opportunities that NERCOMP offers and how you can become more involved. Stop by during exhibit hours and say hello.
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<tr>
<th>EXHIBITOR</th>
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<td>115</td>
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<td>Aerohive Networks</td>
<td>509</td>
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<td>206</td>
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<td>114</td>
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<td>408</td>
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<td>109</td>
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<td>410</td>
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<td>406</td>
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<td>107</td>
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<td>112</td>
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<td>105</td>
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<td>208</td>
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<td>102</td>
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<td>204</td>
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<td>311</td>
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<td>315</td>
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<td>Epson</td>
<td>210/212</td>
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<td>515</td>
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<td>213</td>
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<td>405</td>
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<td>507</td>
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<td>215</td>
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</tbody>
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Aastra
Booth #504
John Hird, Enterprise Sales Manager
john.hird@astra.com, 469-365-3193
www.aastrausa.com
*Product Categories:* Audio and Video Conferencing; Cloud Computing and Services; Enterprise Information Systems

Absolute Software
Booth #307
Mark Kelly, Account Executive
sales@absolute.com, 800-220-0733
www.absolute.com
*Product Categories:* Business Continuity, Disaster Recovery, Emergency Planning; Data Security; Help Desk

Acronis
Booth #510
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jordan.hoehn@acronis.com, 781-782-9148
www.acronis.com
*Product Categories:* Business Continuity, Disaster Recovery, Emergency Planning; Mobile Computing; Virtualization

Adobe Systems
Booth #512
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stoughto@adobe.com, 603-459-3072
www.adobe.com/education
*Product Categories:* Cloud Computing and Services; Digital Publishing; Mobile Computing

AdvizeX Technologies
Booth #115
Charlie Palmer, Account Executive
cpalmer@advizex.com, 781-238-8553
www.advizex.com
*Product Categories:* Cloud Computing and Services; Network Security and Applications; Virtualization
Aerohive Networks
Booth #509
Tim Snell, Sales Manager
tsnell@aerohive.com, 603-437-4612
www.aerohive.com

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

AirWatch, Bronze Partner
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Tyce Miller, Director Education Solutions
tycemiller@air-watch.com, 404-902-4151
www.air-watch.com

Product Categories: Cloud Computing and Services; Content Management Systems; Data Security

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Tom.Mykietyn@amx.com, 973-930-5728
www.amx.com

Product Categories: Classroom Control Systems; Content Management Systems; Digital Signage

ARTstor/Shared Shelf
Booth #408
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colleen.hunter@artstor.org, 212-500-2439
www.sharedshelf.org

Product Categories: Digital Publishing; Cloud Computing; Content Management Systems

Atrion Networking Corporation
Sponsor: Senior Leadership Forum
Booth #207
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www.atrion.net

Product Categories: Data Administration and Warehousing; Network Security and Applications; Virtualization
Bradford Networks
Booth #513
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www.bradfordnetworks.com
Product Categories: Mobile Computing; Network Security and Applications; Security Management

Brocade
Booth #108
Alex Dipietro, Account Manager
adipietro@brocade.com, 617-549-9633
www.brocade.com
Product Categories: Cloud Computing and Services; Virtualization

Cambridge Computer
Booth #209
Scott Gay, Director of Sales Operations
sgay@cambridgecomputer.com, 781-250-3030
www.cambridgecomputer.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Hardware; Virtualization

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Booth #312
Scott Bruckel, Director of Sales
sbruckel@campustelevideo.com, 203-983-5400 x 111
www.campustelevideo.com
Product Categories: Telecommunications; Bandwidth Management; Audio or Video Networking

campusM
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david.stephenson@ombiel.com, +44 7748 704061
www.campusM.com
Product Categories: Mobile Computing
Canvas by Instructure, Bronze Partner
Booth #109
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www.instructure.com/nercomp
Product Categories: Cloud Computing and Services; Learning Management Systems (LMS); Open Source

CardSmith
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bfarley@card-smith.com, 919-908-8773
www.card-smith.com
Product Categories: Cloud Computing and Services; E-Commerce; Identity and Access Management

CloudLock
Booth #406
Elizabeth Eagleston, Regional Sales Director
Elizabeth@CloudLock.com, 978-448-0507
www.cloudlock.com
Product Categories: Cloud Computing and Services; Data Security; Security Management

Code 42 Software
Booth #107
Code 42 Software Sales
sales@code42.com, 612-333-4242
www.code42.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Data Security; Help Desk

Computer Comforts, Bronze Partner
Booth #112
Chris Kolavo, Vice President of Sales
chris@computercomforts.com, 815-464-7700
www.computercomforts.com
Product Categories: Furniture; Learning Space
ConnectEDU, BRONZE PARTNER
Booth #105
Bethany Brock, Marketing Manager
bbrock@connectedu.com, 317-840-9002
www.connectedu.com
Product Categories: Cloud Computing and Services; E-Portfolios; Learning Space

CourseSmart, BRONZE PARTNER
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Brenda Bravener-Greville, Director, Business Development
brenda.bravener@coursesmart.com, 508-878-9322
www.coursesmart.com
Product Categories: Analytics and Research; Digital Publishing

Dell, PLATINUM PARTNER
Booth #414
Shannon Boelter, Account Executive
Shannon_Boelter@dell.com, 603-303-0286
Product Categories: Consulting; Data Security; Security Management

Desire2Learn Incorporated, PLATINUM PARTNER
Booth #102
info@desire2learn.com, 877-352-7329
www.desire2learn.com
Product Categories: Learning Management Systems (LMS)

Digication
Booth #204
Kelly Driscoll, Co-Founder and President
kdriscoll@digication.com, 401-274-1800
www.digication.com
Product Category: E-Portfolios

Echo360, SILVER PARTNER
Booth #304
Bill King, Northeast Regional Sales Manager
bking@echo360.com, 508-650-5803
www.echo360.com
Product Categories: Clickers; Content Capture; Mobile Computing
Ellucian, Platinum Partner
Sponsor: Refreshment Break
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Boyd Brown, Solution Specialist
request@ellucian.com, 800-223-7036
www.ellucian.com
Product Categories: Analytics and Research; CRM; Mobile Computing

EmbanetCompass
Booth #409
Dave Carlen, Vice President, Business Development–Academic Services
dcarlen@embanetcompass.com, 866-665-4179
www.embanetcompass.com/academicservices
Product Categories: Content Management Systems; Help Desk; Learning Management Systems (LMS)

Enterasys Networks, Bronze Partner
Booth #315
Dustin Bello, Account Executive
dbello@enterasys.com, 508-982-1284
www.enterasys.com/solutions/HigherEducation.aspx
Product Categories: Identity and Access Management; Network Infrastructure; Network Security and Applications

Epson, Gold Partner
Sponsor: Computer Projectors
Booth #210/212
George Poland, Account Manager
george_poland@ea.epson.com, 203-799-2124
www.epson.com
Product Categories: Academic Information Systems; Hardware; Learning Space

ESET
Booth #214
Peter Streips, Security Reseller (VAR)
pstreips@nsgroup-inc.com, 617-337-3007
www.eset.com/us/business/whyeset
Product Categories: Data Security; Network Infrastructure; Network Security and Applications
Extron Electronics, Silver Partner
Booth #309
Mike Morra, Education Technology Specialist
edusupport@extron.com, 714-491-1500
www.extron.com
Product Categories: Audio and Video Conferencing; Classroom Control Systems; Hardware

Focus Technology Solutions
Booth #205
Toby Harper, Account Manager
tharper@focustsi.com, 603-766-0000
www.focustsi.com
Product Categories: Cloud Computing and Services; Network Infrastructure; Virtualization

GovConnection, Bronze Partner
Booth #407
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jdobson@govconnection.com
www.govconnection.com
Product Categories: Hardware; Mobile Computing; Network Infrastructure

HP, Gold Partner
Booth #505
Ron Gates, Premier Account Manager
ron.gates@hp.com, 781-626-0028
www.hp.com/go/highereducation
Product Categories: Hardware; Mobile Computing; Network Infrastructure

Jadu, Bronze Partner
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matt.culpin@jadu.net, +44 116 2227242
www.jadu.net
Product Categories: Content Management Systems; Digital Publishing
Jenzabar, Platinum Partner
Booth #305
Liz DeSmit, Sales Manager
info@jenzabar.com, 617-492-9099
Product Categories: CRM; ERP; Learning Management Systems (LMS)

Lenovo, Bronze Partner
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Jasmine Pelloni, Channel Development Manager
jpellonil@lenovo.cm, 603-440-3520
www.lenovo.com
Product Categories: Cloud Computing and Services; Hardware; Mobile Computing

Levementum
Booth #211
Holly Davis, Director of Marketing
hdavis@levementum.com, 480-320-2500
www.levementum.com
Product Categories: Cloud Computing and Services; Consulting; CRM

Lightower Fiber Networks
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Cynthia Ebert, Enterprise Account Executive
cebert@lightower.com, 978-264-6096
www.lightower.com
Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Network Infrastructure

Lightspeed Systems
Booth #515
Allie Frazier, Regional Sales Manager
afrazier@lightspeedsystems.com, 661-716-7600
www.lightspeedsystems.com
Product Categories: Mobile Computing; Network Infrastructure; Network Security and Applications
lynda.com, Silver Partner
Sponsor: Refreshment Breaks
Mary Fairchild, Director of Academic Sales
sales@lynda.com, 805-477-3900
www.lynda.com
Product Categories: Learning Space; Mobile Computing; Training

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Booth #506
Brian P. Donnellan, eLearning and Digital Initiatives Specialist
brian.donnellan@macmillan.com, 646-319-0483
www.macmillanhighered.com/catalog
Product Categories: Digital Publishing; E-Portfolios; Learning Management Systems (LMS)

McGraw-Hill Education, Gold Partner
Booth #313
Danielle Meier, National Sales Manager, Enterprise Solutions
danielle_meier@mcgraw-hill.com, 801-541-2506
learningsolutions.mhhe.com
Product Categories: Adaptive Technologies; Content Capture; Digital Publishing

Modo Labs
Booth #514
Yuki Nagatoshi, Project Manager
yuki.nagatoshi@modolabs.com, 866-391-6636
www.modolabs.com
Product Categories: Learning Management Systems (LMS); Mobile Computing; Open Source

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Product Categories: Business Continuity, Disaster Recovery, Emergency Planning; Data Administration and Warehousing; Virtualization

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www.oracle.com
Product Categories: Analytics and Research; Cloud Computing and Services; Enterprise Information Systems

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www.pearsonlearningsolutions.com
Product Categories: Content Management Systems; Digital Publishing; Learning Management Systems (LMS)

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Ryan Durrant, Academic Account Manager
ryand@qualtrics.com, 801-374-6682 x 254
www.qualtrics.com/rs/#academic
Product Categories: Adaptive Technologies; Analytics and Research; Enterprise Information Systems
SAS Institute
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Courtney Verska, Education Administration Sales Manager
Courtney.Verska@sas.com, 919-531-2231
www.sas.com/highered
**Product Categories:** Data Administration and Warehousing; Enterprise Information Systems

SHI International Corporation
Booth #213
Barbara West, Director NE SLED
barbara_west@shi.com, 508-799-5433
www.SHI.com
**Product Categories:** Cloud Computing and Services; Data Security; Hardware

Sonic Foundry, **Platinum Partner**
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Sean Brown, Vice President of Sales Operations
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www.sonicfoundry.com
**Product Categories:** Content Capture; Content Management Systems; Mobile Computing

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Shannon Ouimet, Event Coordinator
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www.spectrumfurniture.com
**Product Category:** Furniture

TeamDynamix
Jason Ehmann, Account Representative
jehmann@teamedynamix.com
www.teamedynamix.com
**Product Categories:** Help Desk; Portfolio and Project Management
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www.techsmith.com  
*Product Categories:* Document Imaging and Management; Training

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*Product Category:* Clickers

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Frank.Pellkofer@Utelogy.com, 707-338-4704  
www.Utelogy.com  
*Product Categories:* Classroom Control Systems; Cloud Computing and Services; Help Desk
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Booth #310
Robert A. Smith, Director of Client Relations
robert.smith@velarisconsulting.com, 484-919-1133
www.velarisconsulting.com

**Product Categories:** Cloud Computing and Services; Consulting; Data Administration and Warehousing

Via Response Technologies
Booth #413
Kirstie Chadwick, Senior Vice President, Sales & Marketing
kchadwick@viareponse.com, 407-493-4001
www.viareponse.com

**Product Categories:** Clickers; Cloud Computing and Services; Learning Management Systems (LMS)

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Booth #306
John O’Leary, Enterprise Account Executive
olearyj@vmware.com, 508-272-4225
www.vmware.com

**Product Categories:** Business Continuity, Disaster Recovery, Emergency Planning; Cloud Computing and Services; Virtualization

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Christopher Whalley, Business Development Manager
cpw@wca.com, 413-569-4277
www.wca.com

**Product Categories:** Hardware; Virtualization; Wireless

WTC Consulting
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Ron Rutherford, Director of Marketing
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www.wtc-inc.net

**Product Categories:** Analytics and Research; Consulting; Portfolio and Project Management
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www.xirrus.com

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