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

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Welcome to EDUCAUSE Connect!

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

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

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

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

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

AMBASSADOR’S DESK
Stop by the Ambassador’s Desk for a variety of activities including dinner sign-ups, bingo cards, and more.

RECEPTION
Wednesday, 4:30–5:45 p.m. | Marina Ballroom Foyer
One of the most valuable aspects of this event is the opportunity to connect face-to-face with fellow attendees. Join us for the reception, where you can relax over food and drink and get to know your colleagues. A cash bar will be available; each attendee will receive one drink ticket. NOTE: Please wear your name badge for admittance.

GAMIFICATION
Connect Bingo!
Each square has an activity. The more activities you complete, the more Connections you’ll make with colleagues and increase your access to expertise across the higher education IT community. It’s easy and it’s fun!
1. Pick up your bingo card at the Ambassador’s Desk near registration.
2. Mark the bingo square with an X when you complete an activity and have a colleague initial it.
3. Bring your completed bingo card to the Ambassador’s Desk no later than 4:00 p.m. on Thursday to be entered into a drawing for prizes at the end of the day.

FINANCIAL ASSISTANCE FOR PROFESSIONAL DEVELOPMENT
The EDUCAUSE Fellowship Advisory Committee awards fellowships and one scholarship each year to individuals who could not otherwise attend an EDUCAUSE professional development event without financial support. Applications are now being accepted for 2016 events. Apply now, or refer a colleague at educause.edu/Fellow.

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

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

EVALUATION FEEDBACK
You input is vital to helping shape future events—from what’s offered through the program to who presents it. Please tell us what you think.
Sessions: Share your thoughts on sessions and content leaders through the mobile app or the online event program: educause.edu/EC151/Agenda.
Overall: Watch for the overall evaluation e-mail shortly after the event.

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• Create a personal itinerary
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• View location maps
• Complete session evaluations
Download the app: educause.edu/EC151/mobile

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

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

DATA-INFORMED DECISION MAKING
How are you responding to issues such as student outcomes, big-data needs, predictive analytics development, business intelligence, metrics, policy development, and information access and management, as they relate to these two of the top 10 IT issues: improving student outcomes and using analytics to drive institutional outcomes?

ENTERPRISE SERVICE DELIVERY
How are you responding to interrelated top 10 IT issues such as changing funding models, access demand, sourcing technologies and services at scale, implementing risk management and security practices, and developing an enterprise IT architecture that can respond to changing conditions and new opportunities?

ADDITIONAL EXPERIENCES ON-SITE

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

- A networking lunch on Wednesday
- A reception Thursday evening
- A roundtable discussion on Friday morning

EDUCAUSE INSTITUTE NEW IT MANAGERS PROGRAM
Additional registration and fee required.
This program coaches IT professionals who are first-time managers or who aspire to management roles on the basic skills critical for managing and supervising projects, units, and people. All sessions are facilitated by a faculty of experienced IT leaders. Space is limited to 50 participants. Check at the registration desk for availability.

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

CONNECT THROUGHOUT THE YEAR
Engage in many ways with your EDUCAUSE community!

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

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

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

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

5. Explore Professional Development Opportunities: Institute programs, conferences and events, constituent groups, mentoring, our Career Center, and more are outlined at educause.edu/PDopportunities.
CONNECT COMMITTEE MEMBERS

Brian Basgen
Bay Path University

Mario Berry
Lone Star College System

Christian Boniforti (Chair)
Lynn University

Paul H. Erickson
University of Nebraska–Lincoln

Shelli B. Fowler
Virginia Tech

Mara Hancock
California College of the Arts

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Collin County Community College District

Cindy Jennings
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University of Wisconsin–Milwaukee

Joseph Shelley
University of Washington Bothell

Nadine Stern (Chair)
Princeton University

Ellen J. Waite-Franzen (Chair)
Dartmouth College

Deborah Whitten
Arizona State University
### Wednesday Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>7:30 AM</td>
<td>Registration</td>
</tr>
<tr>
<td>7:45 AM</td>
<td>Connect Lounge</td>
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<tr>
<td>8:00 AM</td>
<td>Connect Opening Session with Thought Leader: Maria Klawe</td>
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<tr>
<td>9:00 AM</td>
<td>NITM Sessions</td>
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<tr>
<td>10:00 AM</td>
<td>Networking Break</td>
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<tr>
<td>10:45 AM</td>
<td>Lunch and Roundtable Discussions</td>
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<tr>
<td>12:00 PM</td>
<td>Corporate Displays</td>
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<tr>
<td>12:45 PM</td>
<td>Networking Break</td>
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<tr>
<td>1:45 PM</td>
<td>Lunch and Roundtable Discussions</td>
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<tr>
<td>2:45 PM</td>
<td>Networking Break</td>
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<tr>
<td>3:45 PM</td>
<td>Sessions</td>
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<tr>
<td>4:45 PM</td>
<td>Reception</td>
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</tbody>
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*Connect Lounge*  
*Marina*  
*Registration Desk*  
*7:30 a.m.–5:00 p.m.*

*Connect Opening Session with Thought Leader: Maria Klawe*  
*Marina Ballroom FG*  
*9:00–10:15 a.m.*

*NITM Session*  
*Santa Rosa, Level 1*  
*(separate registration is required)*  
*8:15–10:15 a.m.*

*NITM Sessions*  
*Santa Rosa, Level 1*  
*(separate registration is required)*  
*10:30 a.m.–12:00 noon*
January 28

7:30–8:15 a.m.

New IT Managers Program

Opening Breakfast
Separate registration required.
SANTA ROSA, LEVEL 1
A continental breakfast will be served.

7:30 a.m.–5:00 p.m.

Registration Desk Open
MARINA REGISTRATION DESK

Connect Lounge
MIRAMAR

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

8:15–8:45 a.m.

New IT Managers Program

2015 Cohort Welcome
Separate registration required.
SANTA ROSA, LEVEL 1
Rebecca L. King, Associate Vice President for Information Technology, Baylor University; Kirk Kelly, Associate Vice President and CIO, Portland State University

The New IT Managers Program focuses on teaching first-time managers and those aspiring to management roles the basic skills critical for managing and supervising projects, units, and people. The program provides a comprehensive view of the role of manager as well as specific skills development in several key management areas including interpersonal communication, finance and budgeting, managing up, and performance management. Additionally, the program offers an invaluable opportunity to share information and experiences with peers and experienced IT practitioners in a highly interactive series of both face-to-face and online sessions.

8:45–10:15 a.m.

New IT Managers Program

Interpersonal Communication
Separate registration required.
SANTA ROSA, LEVEL 1
Rebecca L. King, Associate Vice President for Information Technology, Baylor University

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

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

9:00–10:15 a.m.

Connect Opening Session with Thought Leader: Maria Klawe
SPONSORED BY WORKDAY, GOLD PARTNER
MARINA BALLROOM FG

Maria Klawe, President, Harvey Mudd College

A mathematician and computer scientist by training, President Klawe is ranked as #17 on Fortune’s list of the 50 greatest leaders in 2014. Arriving in 2006 as the first female president at Harvey Mudd, she reports that women now make up 47% of computer science majors. Klawe serves on the board of Microsoft and as a fellow, trustee, and member of many distinguished organizations. Join us to hear how she views higher education today and how she is addressing the challenges we will face in the future. Time will be devoted to an interactive Q&A session.

10:15–10:30 a.m.

Networking Break
MARINA BALLROOM FOYER

10:30 a.m.–12:00 noon

New IT Managers Program

Interpersonal Communication (continued)
Separate registration required.
SANTA ROSA, LEVEL 1
Rebecca L. King, Associate Vice President for Information Technology, Baylor University

In this session, you will learn the fundamentals of communication styles and why understanding and adapting styles is an important component of effective management.
Outcomes: Understand the importance of communication styles in management • Understand the characteristics of basic communication styles • Learn how to flex and adapt communication style

CONCURRENT SESSIONS

Data-Informed Decision Making

Not the Same Old Cup of Joe: Project Success via Relationship Cultivation

MISSION HILLS

Warick Pond, Director, Information Technology, Arizona State University; David Jeffress, Director, Strategic Initiatives and User Experience, and Cassidy Palmer, Associate Director of Technology, Murray State University

Leveraging the success at our institutions, we will detail a new method of “project management” that will increase information systems (IS) partnership across campus, maximize resource utilization, lower costs for implementation, and increase productivity and end-user satisfaction with completed projects. Participants will learn how to provide guidance to functional users by partnering with them and focusing on becoming end-user advocates, which leads to increased satisfaction with the end result. Using ASU’s partnership with Starbucks College Achievement Plan as an example, attendees will discover their role in providing timely and actionable information to stakeholders as a way to support decision making in a nimble but consistent framework.

Outcomes: Discover partner-based relationship models to influence decision making and reach institutional goals • Develop project management strategies that influence business results and provide guidance to administrators and functional users • Develop a decision-making framework based on key performance metrics

Enterprise Service Delivery

Meeting the Challenge: Raising the Information Security Profile on Your Campus

CARDIFF/CARLSBAD

Neal Fisch, Information Security Officer and Director, Enterprise Services and Security, California State University, Channel Islands; Lois Brooks, Vice Provost/CIO, Oregon State University

Are you communicating your security and risk management practices as effectively as you think you are? Are your executives on board, or even aware of the security and risk management strategic plans (or initiatives) currently in place? Join this session to share with and learn from colleagues working on these and related issues.

Outcomes: Identify “conversation starters” that can be used to begin communicating with your executive management about security and risk management and learn how to better align your communications to their perspective • Identify core tasks/priorities for building your security and risk management programs • Explore resources to assist with building and maintaining your security and risk management programs

Partnerships and Collaboration

Bridge to Excellence: Strategic and Organic Approaches to Academic Technology Integration and Collaboration

MARINA BALLROOM D

Jill Leafstedt, Director of Teaching and Learning Innovation, California State University, Channel Islands; Crista Copp, Director of Academic Technology, Loyola Marymount University; Sarah Bryans-Bongey, Assistant Professor of Education, and Samuel A. McCool, Manager, Nevada State College, Henderson

We will discuss how both IT staff and faculty benefit from close collaboration and interconnections between the two entities, including when professionals serve both roles simultaneously. By examining the various processes that involve planning, implementing, evaluating, and sharing instructional and design strategies, see how the entire campus can be involved, including libraries and centers for teaching excellence. The result of such ongoing collaboration is clear communication, as well as continuous improvement of online, blended, and face-to-face teaching and learning environments.

Outcomes: Discover practical strategies for improving technology integration • Identify unique ways for faculty to receive professional development and share work • Explore how organizational structures augment or inhibit collaboration and partnership

Talent and Career Development

Growing the Next Generation of Higher Ed Leaders

MARINA BALLROOM E

Patricia M. Schneider, Director, Planning/Programs, Arizona State University; Thomas Andriola, Vice President and CIO, University of California, Office of the President

This session will focus broadly on staff development techniques ranging from early career to senior level and the different skills and competencies that are of greatest need at different points of the IT career: skills training, external knowledge building, career goal setting, and experience-based learning through job assignments during early career development as well as senior talent management frameworks that focus on greater development of the soft skills of IT leadership. It will also include a discussion of an overall need for coaching/mentoring at all levels of career devel-
Outcomes: Develop a potential roadmap to grow your people and build the talent pipeline throughout your organization • Determine practical strategies for how to get existing employees/managers to engage in mentoring and coaching activities with staff • Discuss the evolving model for senior IT leadership under consideration by members of the EDUCAUSE CIO community

12:00 noon–1:00 p.m.

LUNCHTIME ROUNDTABLE DISCUSSIONS
MARINA BALLROOM FG

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

Benchmarking to Inform Decision Making
Leah Lang, Manager, Core Data Service, EDUCAUSE

Building the Right Team for Business Intelligence
Sharon E. Blanton, Vice President and Chief Information Officer, Hawaii Pacific University

Data Warehouse and Reporting Tools
Julie Creamer, Director of Enterprise Information Services, Carleton College

Developing a Technology Master Plan
Cynthia Dooling, Vice Chancellor (Interim), Pima County Community College District

Enterprise Academic Technology Architecture
Htay Hla, Director, Information Technology, The University of Arizona

IT Accessibility—Developing a Campus Plan
Jim Phillips, Director of Learning Technologies, University of California, Santa Cruz

Keys to Effective Leadership
Roberta Roth, Communications Officer, Nevada System of Higher Education

Organizational Options for Implementing Successful Academic Technology Initiatives
Kathy Fernandes, Director, Learning Design and Technologies, California State University, Office of the Chancellor

Top 5 Information Security Issues
Neal Fisch, Information Security Officer and Director, Enterprise Services and Security, California State University, Channel Islands; Valerie M. Vogel, Program Manager, EDUCAUSE

The User Experience
David Jeffress, Director, Strategic Initiatives and User Experience, Murray State University

Women in IT
Shelli Fowler, Senior Director, Networked Pedagogies, TLOS and Associate Professor of English, Virginia Tech

CIO Experience

SPONSORED BY WORKDAY, GOLD PARTNER
Separate registration required.
BALBOA

Join us to meet with current CIOs and those holding the most senior IT leader title on their campuses for a networking lunch on the first day at Connect. Catch up with colleagues and make new campus connections. The CIO Experience is limited to 50 individuals who currently serve their campus as the CIO or the most senior IT leader; additional registration and fee are required.

12:00 noon–5:45 p.m.

CORPORATE DISPLAYS
MARINA BALLROOM FOYER

AVST

With more than 30 years of continuous innovation, Applied Voice & Speech Technologies, (AVST) is a trusted developer of software-based unified communications solutions for the education sector. We develop interoperable communications tools—unified messaging, personal assistant, speech, voicemail, automated attendant, call center, fax, and notification—that transform campus productivity worldwide. Visit avst.com/education.
Brocade

Brocade networking solutions help organizations transition smoothly to a world where applications and information reside anywhere. Innovative Ethernet and storage networking solutions for data center, campus, and service provider networks help reduce complexity and cost while enabling virtualization and cloud computing to increase business agility. Visit www.brocade.com.

Cambridge Computer

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

Code42

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

Fischer International Identity

Fischer International Identity helps secure campuses, improve operational cost and efficiency, and simplify the lives of students, faculty, and staff through cloud and on-campus identity management. We integrate with all campus and cloud systems and guarantee that our solutions will be deployed on time and within budget.

ImageX Media

ImageX Media has offices in Burnaby, Canada, and Los Angeles, California, with team members located across North America. We specialize in Drupal CMS design and development. ImageX has launched close to 200 Drupal sites and has contributed many Drupal modules back to the open-source community.

Kroll

Kroll’s 40-year history in investigations and risk management brings to clients the depth of knowledge that only a team of former prosecutors, information security officers, cybercrime investigators, and law enforcement officials can provide. The Cyber Security group provides information risk assessments, computer forensics, data breach response, and consumer monitoring services.

QLess

QLess turns students into raving fans by eliminating physical lines. Students check into virtual queues using computers or mobile devices; they are alerted via text or voice message when it is their turn to be served.

San Diego Supercomputer Center

The Division of Health Cyberinfrastructure, an SDSC Center of Excellence, has developed an extensive portfolio of managed information technology and data services in health care for the UC system, academia, and state and federal agencies. Launched under the brand Sherlock, the four major services include analytics, case management, cloud, and data lab.

TeamDynamix

We’re the number one provider of project/portfolio and service management (PPM and ITSM) software for higher education. Come by our display to see our solutions, or just drop by to say hello.

Unicon

Unicon provides IT services and support for identity and access management (IAM), including Central Authentication Service (CAS), Shibboleth, Groupware, and multifactor authentication. Unicon is a leading provider of IT consulting, services, and support for education technology. Unicon concentrates on technologies including IAM, student success, mobile computing, the LMS, portals, and collaboration.

VMware

VMware is the leader in virtualization and cloud infrastructure solutions that enable businesses to thrive in the cloud era. VMware Professional Services transforms IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services addresses the technical, people, and process transformation needed to deliver tangible business results.

WTC Consulting

WTC Consulting is a national firm that has been delivering consulting services to higher education and academic medical centers since 1983, with expertise in strategic technology planning, rate and funding strategies, IT cost and service alignment, mobility planning, and infrastructure assessment and design. WTC has conducted over a thousand engagements for 260 campus clients.
CONCURRENT SESSIONS

Data-Informed Decision Making

Making Process Decisions Based on Technical Data

MISSION HILLS

Randy Marchany, University IT Security Officer, Virginia Tech

We will share examples of how to determine the effectiveness of business processes using data collected from a variety of “technical” sources such as firewall, IDS/IPS, and network traffic data. Join us to learn how a single set of technical data points can be used to examine whether supporting business processes enable us to meet institutional goals. Learn what business processes may be affected by a single malware alert.

Outcomes: Discover technical data elements that can help measure effectiveness • Identify the data that should be collected • Determine the linkage between business and technical processes

Enterprise Service Delivery

Transforming IT Infrastructure to Become the “Provider of Choice” for Your Campus

CARDIFF/CARLSBAD

Adam Finlayson, Functional Solutions Manager, Northwestern University; Stan Waddell, Assistant Vice Chancellor for IT Infrastructure and CTO, University of North Carolina at Chapel Hill

In this session, we will discuss aspects of IT transformation that enable a robust, nimble, and customer-centric IT infrastructure. Topics will include enabling the business, reducing IT-related costs, and increasing IT operational efficiencies by growing the adoption of centralized services and increased campus partnerships. These goals boil down to becoming the “service broker of choice” for both on- and off-premises infrastructure services and reaping the benefits of enhanced centralization.

Outcomes: Discuss strategies to achieve the goal of becoming the broker of choice • Define ways to renovate the IT core and standardize processes • Describe possibilities to consolidate operational areas and reinvest in additional technologies

Partnerships and Collaboration

Vendor Management and Partner Management: What’s the Difference, and Why Does It Matter?

MARINA BALLROOM D

Greg Harp, CMO, LoudCloud Systems; Ann Kovalchick, Associate Vice Chancellor and Chief Information Officer, University of California, Merced

In the brave new world of higher education, collaboration with partners is becoming critical to the mission success of the university. Similar to how lean manufacturing changed vendors to partners, institutions must adapt in an environment where institutional clients often function as brokers of services. We will explore, through case studies, the differences between vendors and partners and their respective roles by considering the institutional risks and rewards.

Outcomes: Pinpoint strategic and mission-critical needs versus commodity purchases • Identify projects to select a vendor compared to projects for which a partner is a better choice • Explore the pitfalls of not-for-profit and for-profit partnerships and how to avoid them • Distinguish levels of institutional risk and constraints that may adversely impact vendor partnerships

Talent and Career Development

Building a Cutting-Edge Team: Get Primal

MARINA BALLROOM E

Jacqueline Barretta, Technical Services Manager, Portland Community College

Today’s IT teams must innovate. That’s the only way they can provide the necessary solutions in higher education, with its rapidly evolving student and faculty expectations, shifting government regulations, dramatic advances in digital learning, and spiking volumes of data. Through new discoveries in neuroscience and psychology, we’ve learned how to expand a team’s perspective, enabling them to relate to and integrate divergent material innovatively. We’ve also learned that optimal emotions have the power to help team members see possibilities they would otherwise miss. This session will explore an array of practical tools to enhance the innovative thinking in any team.

Outcomes: Discover practices to activate deep insight that sparks breakthrough ideas • Develop techniques to create optimal emotions that enhance creative thinking • Identify tips to enhance team spirit
Enterprise Service Delivery

Security and Privacy in a World You Don’t Own

CARDIFF/CARLSBAD

Sol Bermann, Interim CISO, Privacy Officer, and IT Policy and Compliance Strategist, University of Michigan–Ann Arbor

All sizes of institutions are moving to the cloud and encouraging (or at least accepting) that users are bringing their own devices. How do you ensure privacy, security, and compliance when systems, services, and devices are owned by someone else? This session will explore approaches to BYOD and service provider security assessments generally and specifically how the University of Michigan is tackling these issues.

Outcomes:
- Explore available tools and get tips on how to perform service provider security and compliance reviews
- Gain insight into how a large, decentralized research university has begun to address BYOD privacy, security, and compliance risks
- Identify innovative solutions for security and privacy issues

Partnerships and Collaboration

Digital Asset Management: A Lightning Round

MARINA BALLROOM D

Barbara Illowsky, Professor of Mathematics and Statistics, De Anza College; Tony Ellis, Vice President, Industry Advancement, National Association of College Stores (NACS); Bjorn Thomson, Solutions Architect, ImageX Media

Hear three campus stories in this fast-paced presentation format. Each will offer tips on how their experience can enhance your toolbox.

Designing Higher Education Websites in the Age of Machine Learning

This session will explore machine learning—systems that learn from data and use that learning to continuously self-optimize based on the user interacting with them. In machine learning, website visitors may see different content depending on their geographical location, for example. This automatic adjustment of assets displayed to the user is of particular importance when higher education websites must appeal to a variety of groups including students, family, alumni, and faculty. As outcomes of this session, you will learn about the background of web personalization, why higher education websites are well suited for machine learning, and the latest technology available to accomplish machine learning.

Outcomes:
- Explore strategies for fusing academics, technology, and business intelligence
- Contribute to meaningful dialogue around the metric frameworks
- Investigate data findings associated with specific interventions
Mapping the Digital Course Materials Ecosystem: Initial Findings

The National Association of College Stores (NACS) is conducting a research project to “map the new digital course materials ecosystem on campus.” This project will survey students, faculty, campus administrators, IT professionals, college store professionals, and other stakeholders to gain a comprehensive understanding of current practices, expectations, assumptions, and future intentions. This session will offer initial findings and recommendations on how we can best address the needs, questions, and concerns of students; improve campus partnerships; and enhance teaching and learning through digital course materials.

The OER Ecosystem: Partnering to Ease Content Distribution

The OER movement presents significant value to educational administrators by delivering quality content at affordable prices but creates challenges for IT administration. Nonprofit organizations such as OpenStax College seek partnerships with education technology companies to help increase adoption of OER materials. Barbara Illowsky, co-author of Introductory Statistics by OpenStax College, will share how and why she continues to develop partnerships with outside companies, even when “they” earn money but authors earn kudos.

Talent and Career Development

“Unleashed Potential” Hackathon

MARINA BALLROOM E

Erin Morgan, Director, Strategy, Planning, and Administration, The University of Texas at Arlington

The maturing IT organization’s structure, along with talent management, has emerged as one of the top issues facing higher education IT leaders today. Innovation and agility were easily demonstrated when our organizations were young. Like software development start-ups, as our organizations have grown and matured, bureaucracy and lack of shared purpose have stifled employee engagement, inspiration, and organizational adaptability. Join thought leaders from across the higher education community in a hackathon focused on illuminating inspiring solutions to the most challenging issues facing IT leaders today: lack of individual and organizational purpose, structural barriers to agility and resilience, and unrealized employee potential.

Outcomes: Develop strategies to create a shared vision and values with colleagues • Investigate engagement and agility by reducing bureaucracy • Pinpoint employee potential to innovate and collaborate

New IT Managers Program

Budget and Finance

Separate registration required.

SANTA ROSA, LEVEL 1

Rebecca L. King, Associate Vice President for Information Technology, Baylor University; Kirk Kelly, Associate Vice President and CIO, Portland State University

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

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

Networking Break and Corporate Displays

MARINA BALLROOM FOYER

See pages 8–9 for company names and descriptions.

CONCURRENT SESSIONS

Data-Informed Decision Making

How Learner Analytics Stimulates Innovation

MISSION HILLS

Keith Hampson, Managing Director, Acrobatiq; Jim Phillips, Director of Learning Technologies, University of California, Santa Cruz

More meaningful information about learning outcomes in the hands of educators, regulatory bodies, university leadership, employers, and, in particular, students can provide us with the necessary understanding of what’s working and what isn’t. But it can also spur innovation by providing the impetus for making changes to online higher education and the data we need to validate new approaches. This talk will outline several ways that universities and colleges are using learning analytics to design, build, and validate innovation within their institutions.
**Outcomes:** Distinguish between learning and engagement analytics • Observe the current trajectory of learning analytics • Evaluate the relevance of learning analytics to your institution

**Enterprise Service Delivery**

**Organizing Campus IT to Deliver Cloud Services**
CARDIFF/CARLSBAD

Gabriel Youtsey, Chief Information Officer, University of California, Office of the President

Cloud services have created a completely new IT landscape for campus IT, which must innovate to deliver them. Faculty, students, and staff are bringing their own cloud technology to campus, business units are creating new generations of local IT in the cloud, and campus IT is considering cloud infrastructure. The pressure on campus IT to innovate, combined with the complexity of new models for delivering cloud services (operational, organizational, policy, funding, and governance), can be overwhelming. This session will help highlight a path toward organizing campus IT to deliver cloud services, building on leading research and practice in higher education.

**Outcomes:** Identify the scope of the cloud problem • Investigate solutions based on research and practice • Determine concrete steps campuses can take toward cloud delivery

**Partnerships and Collaboration**

**Launching Competency-Based Education Programs: Considerations and Models**

MARINA BALLROOM D

Laurie Dodge, Vice Chancellor of Institutional Assessment and Planning, Brandman University; Carol Vallone, CEO, Educate Online

Competency-based education is gaining momentum as institutions realize CBE can help drive enrollments, improve student retention and completion, and produce students who are able to demonstrate mastery in the critical skills that employers seek. More institutions are developing CBE programs built outside traditional course-time parameters. We will explore an overview of the market landscape, institutional approaches, and models to help launch next steps and collaborative solutions.

**Outcomes:** Discover the market landscape of CBE and areas of consideration for institutions • Recognize the various approaches and institutional models • Determine next steps to launch a CBE program

**Talent and Career Development**

**IT’s Workforce Challenge: Will You Sink or Swim?**

MARINA BALLROOM E

Jeralyn Woodall, Chief Talent Officer, University of Oklahoma

The digital age is bringing about profound changes for the IT industry, its organizations, and its workforce. IT professionals are being challenged to think and work differently, develop new skills, and employ new practices to respond to societal changes. IT leaders must help their workforce prepare for the future and answer questions such as “What skills must I develop to remain relevant?” and “What does my career path look like?” In this session, we will uncover core competencies that every IT professional will need for the future and outline a new model for IT career profiling.

**Outcomes:** Understand IT skills and roles needed for the future • Make the distinction between a career ladder and a career profile • Learn how to develop a career profile

4:30–5:45 p.m.

**Reception**

MARINA BALLROOM FOYER

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

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

5:45 p.m.

**Evening on Your Own**

Sign up at the Ambassador’s Desk for dinner groups with new colleagues. Enjoy San Diego, and we will look forward to seeing you again Thursday morning.
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January 29

7:30–8:30 a.m.

Networking Breakfast
MARA BALLROOM FOYER
A complete, hot breakfast will be served.

7:30 a.m. – 5:00 p.m.

Registration Desk Open
MARA REGISTRATION DESK

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

8:30–9:30 a.m.

New IT Managers Program

Budget and Finance (continued)
Separate registration required.
SANTA ROSA, LEVEL 1

Rebecca L. King, Associate Vice President for Information Technology, Baylor University; Kirk Kelly, Associate Vice President and CIO, Portland State University

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

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

8:30–10:00 a.m.

CONCURRENT SESSIONS

Data-Informed Decision Making

Inquiry, Evidence, and Scholarly Teaching: Using Data and Classroom Technologies to Improve Student Learning
MISSION HILLS

Bonnie L. Hoewing, Reading and Liberal Arts Faculty, GateWay Community College; Lauren Yena, English Faculty, Maricopa Community College District; Pamela Levine, Education Technology Specialist, and Paul Zenke, Academic Technology Lab Manager, Stanford University

Scholarly teaching involves systematically examining the transactional relationship between one’s teaching and student outcomes. This interactive session will engage participants in small group activities and discussions to consider how formative and summative assessment data inform scholarly teaching and action research. Participants will work in teams to: (1) codify a teaching and learning challenge, (2) design instruments and identify data sources that will help address that challenge, (3) respond to findings by selecting and employing an instructional strategy, and (4) analyze and reflect on the results of their approach.

Outcomes: Identify scholarly teaching and the steps involved with designing and implementing a scholarly teaching project • Apply scholarly teaching principles to a small group, case-based activity • Explore how scholarly teaching might be used to improve student learning

Enterprise Service Delivery

EDUCUSE Top 10 List and Impacts at the Enterprise Level
CARDIFF/CARLSBAD

Julie Ouska, Chief Information Officer/Vice President, Colorado Community College System

How are you responding to interrelated top 10 IT issues, such as changing funding models, increasing access demand, sourcing technologies and services at scale, implementing risk management and security practices, and developing an enterprise IT architecture that can respond to changing conditions and new opportunities? Join this session to share with and learn from colleagues working on these and related issues.

Outcomes: Identify the critical issues on campus • Assess solutions in terms of scale, risk, and need • Explore solutions from peers
Partnerships and Collaboration

Planning a Quality Roadmap to Reinvent and Improve Services

MARINA BALLROOM D

Bryan Kinnan, Client Services Manager, University of Nebraska–Lincoln; Gil Gonzales, Chief Information Officer, University of New Mexico–Taos

Universities establish their strategic direction for how an organization will identify, adopt, and apply information technologies to complement its educational mission into the future. A well-coordinated plan requires IT management focused on quality services to establish a foundation for collaboration, alignment, and execution. Shared insights from the University of Nebraska–Lincoln’s future-focused planning and the University of New Mexico's quality-centered management approach to engage faculty, students, and our communities demonstrates the journey to lead, measure, and collaborate.

Outcomes:
Focus IT organizational efforts on engaging and reaching customers • Develop and implement a vision to achieve a competitive advantage • Evaluate the tools and professional development needed for the organization and its employees to work differently with an emphasis on quality measures

Talent and Career Development

Career Skills for IT Workers: Staff Development on a Shoestring

MARINA BALLROOM E

Jamie Daniel, Associate Director, Computing and Communications, The Evergreen State College; Jeanne Po, Director of Learning Technologies and Instructional Design Services, Harvard Business School

IT professional development is critical, given the ever-changing, fast-paced nature of technology and business needs. The integration of IT into every aspect of university life also means that soft skills for IT staff are critical; IT must understand business needs and communicate effectively with nontechnical staff to create impactful relationships with business units. Yet with tight budgets, staff development funds are often the first item cut. How can organizations develop meaningful opportunities for staff to develop their soft skills alongside their technical ones, on a shoestring? This session will explore creating new opportunities for IT staff inside their organizations (and/or with peer institutions) through building a culture of collaborative knowledge sharing. Through group exercises, personal sharing, and brainstorming, participants will have the opportunity to take away innovative staff development and engagement strategies to build the IT workforce of tomorrow.

Outcomes:
Identify what soft skills are needed for effective IT careers • Explore creative ways to increase staff collaboration/engagement • Discover the power of knowledge sharing

9:30–10:00 a.m.

New IT Managers Program

Performance Management

Separate registration required.

SANTA ROSA, LEVEL 1

Kirk Kelly, Associate Vice President and CIO, Portland State University

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

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

10:00–10:30 a.m.

Networking Break and Corporate Displays

MARINA BALLROOM Foyer

10:00 a.m.–3:00 p.m.

CORPORATE DISPLAYS

MARINA BALLROOM Foyer

See pages 8–9 for company names and descriptions.

10:30 a.m.–12:00 noon

New IT Managers Program

Performance Management (continued)

Separate registration required.

SANTA ROSA, LEVEL 1

Kirk Kelly, Associate Vice President and CIO, Portland State University

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

Outcomes:
Understand the fundamentals of personnel management • Understand the basics of team dynamics • Understand the employee life cycle
CONCURRENT SESSIONS

Data-Informed Decision Making

Learning How to Become a Data-Driven Institution
MISSION HILLS

John Rome, Deputy CIO, Arizona State University; Mark Dobransky, Co-Founder and Managing Partner, Kore Technologies

Whether the issue is student outcomes, retention, research contribution, academic program review, or recruitment efforts, institutions are increasingly turning to data-driven decisions rather than those based on anecdotes, emotion, or tradition. As the saying goes, “If you don’t have the data, it is only an opinion.” Analytics can help an institution’s leadership and staff make data-driven decisions, provided that they understand the main ingredient: their data. This session will provide you with techniques and ideas on how to help your institution become more evidence based and build a data-driven culture. Armed with this data and information, an institution can use it for informed institutional decision making, strategic planning and resource allocation, process changes, and more.

Outcomes: Explore the need to capture and maintain data that is both accurate and integrated • Investigate how analytics can improve outcomes • Recognize how setting observable and measurable goals serves to drive engagement and enhance student learning

Enterprise Service Delivery

Service Catalog Best Practices from Higher Ed
CARDIFF/CARLSBAD

Leah Lang, Manager, Core Data Service, EDUCAUSE; Reginald Lo, Director, Service Management, VMware

The ECAR Service Catalog Group is publishing best practices for creating a service catalog. This is an opportunity for institutions to adopt a common industry practice instead of reinventing the wheel. However, to facilitate the adoption, it is useful to understand the thought process behind the framework. This session will take participants through an exercise that teaches them how the service catalog is logically constructed. It then uses the service catalog as a stepping-stone to lead a broader discussion on how IT can become more service oriented.

Outcomes: Explore the service catalog framework recommended by ECAR • Investigate how to develop your own service catalog • Recognize the next steps needed to become service oriented (e.g., service owners)

Partnerships and Collaboration

It Takes a Village: Boosting Faculty Instructional Technology Use
MARINA BALLROOM D

Raechelle Clemmons, Vice President and Chief Information Officer, St. Norbert College

There is no panacea when it comes to the 2014 #3 IT issue, assisting faculty with the instructional integration of information technology. It takes a village to address this considerable challenge—multiple individuals, departments, and divisions working together and promoting a consistent message of technology adoption, use, and innovation. By partnering with the library, faculty development, a faculty-led Digital Learning Initiative group, and others across campus to deliver workshops, create grant opportunities, and implement other “teaching with technology”-focused programs, St. Norbert College’s IT has effectively moved faculty along the technology adoption life cycle and boosted the use of instructional technology in the classroom.

Outcomes: Recognize the importance of taking a multi-pronged approach • Explore effective strategies/programs for boosting technology use • Identify partners and programs to grow faculty technology use

Talent and Career Development

Inclusivity and Productivity: Reframing Diversity to Increase Innovation and Collaboration
MARINA BALLROOM E

Shelli B. Fowler, Senior Director, Networked Pedagogies, TLOS and Associate Professor of English, Virginia Tech

We know that heterogeneous groups out problem solve homogeneous groups 2:1, and that innovation thrives in learning and work environments that encourage diverse perspectives. Yet we continue to struggle with institutional locations, structures, and climates that can hinder our best efforts to build diverse teams of colleagues. In this interactive session, we will work together to (re)define diversity and inclusion. We will reframe aspects of our organizational cultures as we collectively consider how best to do inclusive team building and increase our abilities to leverage the diverse and creative talents in our units.

Outcomes: Explore connections between inclusivity and productivity and “leading from who and where you are” • Discover the interrelated aspects of affective and intellectual understanding of diversity and inclusion • Explore co-collaborative problem solving
We invite you to join colleagues for a lunchtime roundtable discussion. At the roundtable, you can network with those who share similar interests or responsibilities and discuss topics of particular interest to you. Each roundtable is hosted by an event participant who will facilitate the discussion. If you don’t see a topic of interest below, you can sign up by the registration desk to suggest your own topic. These sessions are designed to encourage you to exchange experiences and insights with colleagues; additional lunch tables will be available if you would like to eat and network informally.

Assessing Maturity of IT Capability
Leah Lang, Manager, Core Data Service, EDUCAUSE

Blended and Online Learning
Janet Lenart, Director for Online Education, School of Nursing, University of Washington

Designing Effective Pilots
Joseph Shelley, Assistant Vice Chancellor and CIO, University of Washington Bothell

Enterprise Service Delivery
Julie Ouska, Chief Information Officer/Vice President, Colorado Community College System

Faculty Technology Centers—Ideas to Improve Faculty Engagement
Jim Phillips, Director of Learning Technologies, University of California, Santa Cruz

How Cloud Services Are Demanding Changing Staff Skill Sets
Nadine Stern, Associate CIO, Princeton University

Implementing Organizational Change to Align Skills, Services, and Operations
Ann Kovalchick, Associate Vice Chancellor and Chief Information Officer, University of California, Merced

IT Governance
Cynthia Dooling, Vice Chancellor (Interim), Pima County Community College District

Maximizing Technology in the Classroom
Howard Giles, Academic Sales Advisor, lynda.com

Open Education–Connected Learning
Cindy Jennings, Director of Learning Technologies, University of South Carolina Upstate

Shared Data Governance
Sharon E. Blanton, Vice President and Chief Information Officer, Hawaii Pacific University

1:15–1:45 p.m.

Dessert and Corporate Displays
MARINA BALLROOM FOYER
See pages 8–9 for company names and descriptions.

1:45–2:45 p.m.

New IT Managers Program
Time Management
Separate registration required.
SANTA ROSA, LEVEL 1
Rebecca L. King, Associate Vice President for Information Technology, Baylor University
Successful delegation and effective time management are essential skills that will help managers and their teams succeed. This session will look at how to focus on the right things at the right time, ways to improve your own delegation skills, and how to avoid procrastination in order to manage job stress and be successful managers.

Outcomes: Learn about the most common barriers to effective delegation and how to deal with these • Identify common barriers to effective time management and techniques for addressing them • Create a framework for making decisions about how to most effectively spend your time
CONCURRENT SESSIONS

Data-Informed Decision Making

Using Data to Unlock the Behavioral Patterns of Students and Their Institutions
MISSION HILLS

Tom Shaver, Founder and CEO, Ad Astra Information Systems; Steven J. Chang, Director, IT Development Services, Pima County Community College District

Analytics is the 21st-century key to doing more with less. This session will explore the unique economics behind students’ choices and retention/completion, as well as how our institutions allocate resources toward research and teaching. We will look at how technology, data, and analytics can be used to improve enrollment management and student retention and also show how executive decision making can be enhanced by bundling student data and rethinking how institutional subunits can perform more efficiently with data-driven coordination.

Outcomes:
• Explore the role of students as institutional customers
• Investigate leveraging data to reduce costs and increase efficiency
• Pinpoint technology infrastructures that support faculty teaching and student learning

Enterprise Service Delivery

Managing Vendors: The Junction between Technical, Legal, and Business Considerations
CARDIFF/CARLSBAD

Derek Lazzaro, Assistant CIO, University of Southern California

Universities are increasingly turning to outside vendors for a range of services that historically have been managed in-house, such as mass data storage, web development, and e-mail. Technologists and IT leaders have an important role to play in setting the requirements and performance expectations for vendor-provided services. In a forward-thinking environment, IT staff should lead a multidisciplinary team including university lawyers and business managers to select and manage vendor-provided services. As part of such a team, IT staff should be aware of the full spectrum of technological, legal, and business considerations associated with vendor-provided services.

Outcomes:
• Identify key technological standards (e.g., data center standards, encryption standards, etc.)
• Explore key legal issues related to vendor contracts
• Discover how to integrate business requirements into the vendor selection process

Partnerships and Collaboration

Meeting of the Minds: Student and Faculty Collaboration and Communication
MARINA BALLROOM D

Kathy Fernandes, Director, Learning Design and Technologies, California State University, Office of the Chancellor; Peter Greco, Senior Director of the Competency Center, Unify

In this session, we will explore opportunities for institutions to stimulate traditional, hybrid, and online learning and examine the current trends and pain points within higher education by discussing the application of collaboration technologies for traditional and virtual classroom delivery. We’ll also investigate how to enrich student experiences and satisfaction.

Outcomes:
• Share challenges and opportunities that exist when using collaboration tools in teaching and learning
• Assess how technology might provide a simple and enjoyable means to enrich student and faculty relationships
• Identify best practices in the adoption of learning management systems across multiple campuses by leveraging better collaboration and communication tools that engage the 21st-century learner

Talent and Career Development

Getting Your CFO or Budget Person to Yes: Making the Case
MARINA BALLROOM E

Alan Katz, Assistant Dean for Finance and Administration, College of Computing, Georgia Institute of Technology; Larry D. Conrad, Associate Vice Chancellor and CIO, University of California, Berkeley

Most CFOs and other financial decision makers understand that IT projects can create efficiencies and opportunities that will help faculty, students, and staff, but that doesn’t mean they are going to immediately say yes to the project that will help you do it better. To help you get buy-in from your CFO or budget person, this session will assist you in developing an approach and helpful talking points—to use in your conversations and presentations with your CFO or financial decision-maker—so that you can articulate exactly why your project should be funded and why to do it now.

Outcomes:
• Describe and tie the request to business outcomes, not to “technology”
• Pinpoint how to justify the benefits of your requests such as improved ROI or new capabilities
• Learn how to clearly articulate what happens if the request is not funded
2:45–3:00 p.m.

Last Chance to Visit Corporate Displays
**MARINA BALLROOM FOYER**
See pages 8–9 for company names and descriptions.

3:00–3:45 p.m.

**CONCURRENT SESSIONS**

Data-Informed Decision Making

*Using Benchmark Data*
**MISSION HILLS**

Nathan Phillips, Director, Center for Learning and Technology, Marylhurst University

Data can inform IT strategic planning and management and make a difference for your institution in many situations. This session will focus on several examples, including making the case for IT at the administrative level and using data to drive decisions that directly impact students. Among seemingly disparate examples, some interesting overlaps suggest that a holistic approach to IT strategic planning is most effective. We will begin with one institution’s experiences and success stories using a variety of data and tools, including the EDUCAUSE Core Data Service (CDS) data, to effectively develop business cases and reports for executive management.

**Outcomes:**
- Explore the breadth of different metrics and benchmarking reports
- Determine how to apply data to IT management and planning at your institution
- Develop awareness of various publications regarding data and trends, including CDS

*Enterprise Service Delivery*

*Reducing Service Interruption Duration*
**CARDIFF/CARLSBAD**

Erik Giles, Command Center Manager, University of Chicago

One of the most important elements of service delivery is addressing interruption. It isn’t a matter of *if* but *when* and how prepared you are to restore service quickly. This event mitigation model will break down the 10 critical functions of event/outage management and rank your organization on a 5-point scale. If time is money and reputations hang in the balance, learn intentional organizational choices and how to make smart investments.

**Outcomes:**
- Discover the 10 critical functions of event/outage management and 5 levels of maturity
- Assess your organization’s current level across each function
- Explore other campus models

*Partnerships and Collaboration*

*Get Students Out of Line by Using Online Forms and Workflow*
**MARINA BALLROOM D**

Benjamin Quillian, Associate Vice President, Information Technology, California State University, Northridge; Daniel Johannsson, Technical Solutions Architect, Northwestern University

Learn strategies that campuses are using to shift student processes online. Students standing in line on a campus indicates an opportunity for dramatic process improvement. Discuss how to create sustainable processes that allow students to submit required information from any location and device, route to the appropriate persons on campus, and complete the tasks, while providing relevant notifications. Examine strategies to collaborate with end users to develop online forms and workflow while enhancing service delivery for students.

**Outcomes:**
- Explore ways to identify student and administrative processes that should be transitioned online
- List effective ways to collaborate with your end users in developing these processes
- Define technical solutions to your student process challenges

*Talent and Career Development*

*Improving Customer Service: How to Best Manage Student Employees and Faculty Interactions*
**MARINA BALLROOM E**

Frank Robertson, Manager, CCIT Customer Service Center, Colorado School of Mines

As a readily accessible labor pool, student workers have long been an integral part of most institutions’ human resource planning as well as a basic component of financial aid work-study programs, plus they can be real assets in accomplishing key tasks on campus. Interactions with faculty can be great or less so, but students providing direct support to faculty are here to stay. Come share your experiences and leave with a plan outline that you can use on your campus.

**Outcomes:**
- Explore options for managing less-than-ideal interactions
- Identify points of stress and investigate alternatives
- Design a plan outline for successful student employee and faculty interactions
3:00–4:00 p.m.

New IT Managers Program

Managing Up and Moving Up
Separate registration required.

SANTA ROSA, LEVEL 1

Rebecca L. King, Associate Vice President for Information Technology, Baylor University; Kirk Kelly, Associate Vice President and CIO, Portland State University

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

Outcomes: Understand how to effectively communicate with supervisors and upper management • Learn why it is important to understand your supervisor’s perspective and preferences • Learn about career planning and advancement

4:00–5:00 p.m.

Connect Thought Leader Afternoon Session: Finding the Trends within Academic Program Demands

MARINA BALLROOM FG

Phil Hill, Co-Founder, MindWires Consulting, and Co-Publisher, The e-Literate Blog

This interactive closing general session will invite discussion to take you beyond the immediate specific requirements of technology for educational support. In the face of increasing demands from academic programs to try new models and provide new technology services, what trends drive these changes, and how likely is it that they will translate into requirements for new or modified technology services? Learn how to use these trends to provide insight into future implications, including modified career roles for technology leaders and new architectural demands on technology departments.

5:00–6:00 p.m.

CIO Experience Networking Reception

SPONSORED BY WORKDAY, GOLD PARTNER
Separate registration required.

MIRAMAR/PALOMAR FOYER

After the Connect Thought Leader afternoon session and conversation with Phil Hill, join other CIOs in the 2015 Experience cohort for conversation and a beverage before making evening dinner plans. The CIO Experience is limited to 50 individuals who currently serve their campus as the CIO or the most senior IT leader; additional registration and fee are required.

5:00 p.m.

Evening on Your Own

Sign up at the Ambassador’s Desk for dinner groups with new colleagues. Enjoy San Diego before our final day of deep-dive learning on Friday.
January 30

7:30–8:15 a.m.

New IT Managers Program

**Cohort Graduation**
Separate registration required.

*SANTA ROSA*

Rebecca L. King, Associate Vice President for Information Technology, Baylor University; Kirk Kelly, Associate Vice President and CIO, Portland State University

Reflect on what we’ve learned in this program and discuss how to continue on a professional development path to solve problems, network, and grow together as managers.

7:30–8:30 a.m.

**Networking Breakfast**

*MARINA BALLROOM FOYER*

A continental breakfast will be served.

7:30–10:45 a.m.

Registration Desk Open

*MARINA REGISTRATION DESK*

7:30–11:30 a.m.

**CIO Experience**

**CIO Experience Roundtable**
SPONSORED BY WORKDAY, GOLD PARTNER
Separate registration required.

*BALBOA*

The CIO Roundtable guided discussion forum is designed to spark conversation among current CIOs. This learning deep dive provides an opportunity for participants to challenge ideas, gain new insights, and leave Connect with a fresh perspective. Breakfast will be served. The CIO Experience is limited to 50 individuals who currently serve their campus as the CIO or the most senior IT leader; additional registration and fee are required.
DEEP DIVES

Data-Informed Decision Making

How to Create Collaborative Learning Environments Online and Offline to Improve Student Outcomes

MISSION HILLS

Henry D. Delcore, Professor, California State University, Fresno; Michael Lafreniere, Associate Professor, Ohio University Chillicothe Campus

Leveraging today’s key methods and technologies, content leaders and session participants will work together to surface skills and knowledge for creating collaborative physical and online spaces that enhance student outcomes. Areas of exploration will include increasing engagement and participation, group work, formative assessment, in-class self-reflection, and mastery-level learning with learning pace variations and demonstration of asynchronous learning. We’ll also discuss increased capacity via broadcast synchronous for online and in-class collaborative, shareable, and personalized note taking, portfolios and accreditation, and faculty (sandbox) training space.

Outcomes: Investigate and learn to use online tools that enable students at different mastery levels to spend class time on collaborative problem-solving and critical thinking • Determine how to use midlevel course data from student interactions to maximize student learning • Recognize how to gather input from campus stakeholders to design collaborative physical spaces that leverage the most current research on sound space programming

Soup to Nuts: An Institutional Roadmap for Developing Blended Instructional Programs

MARINA BALLROOM D

Veronica Diaz, Director of Online Programs and Associate Director, ELI, EDUCAUSE; Susan Gautsch, Director of Online Learning, University of Southern California; Janet Lenart, Director for Online Education, School of Nursing, University of Washington

This deep dive will begin with a strategic overview of blended learning as an instructional model and review a comprehensive process for implementing blended programs: market assessment, value propositions, financial analysis, program design methodology, faculty development, technology, and evaluation. The University of Washington School of Nursing program, a collaboration between IT, institutional leadership, and faculty that led to new roles, teams, and strategies, will serve as a case to illustrate the process. We will identify just-in-time, individualized faculty consultation, workshops, tutorials, peer teaching, pedagogical approaches, active learning strategies, and integration of online components with in-class activities.

Outcomes: Highlight the strategic affordances and options available with blended instructional programs • Determine the conditions and critical success factors under which an institution or department should implement a blended program • Develop a collaborative approach that includes various units: institutional leadership, IT, and instructional support

Campus Collaboration in the Cloud

CARDIFF/CARLSBAD

Andrew Keating, Director, Internet2; Thomas Trappler, Senior IT Commodity Manager, University of California, Office of the President; Dan C. Cotton, Director, eXtension, University of Nebraska–Lincoln

Universities are increasingly engaging with cloud service providers and looking to the cloud for solutions to campus IT and collaboration challenges. In this session, we will present several manifestations of the community’s engagement with cloud services: an overview of the Internet2 community’s efforts and the strategies for developing and deploying cloud services for higher education they have developed; an examination of risk mitigation strategies institutions should consider when moving to the cloud; and an in-depth examination of how the University of Nebraska chose Box to fill their collaboration and mobile document storage needs. We will review the results of the community’s collaboration on cloud service delivery, risk mitigation, and evolving standards on security, identity, accessibility, and others. We aim to engage participants to think through how they and their institutions can participate and become more knowledgeable about the risks and benefits associated with developing a cloud strategy in conjunction with their peers.

Outcomes: Gain access to a proven toolkit developed by universities for cloud readiness • Investigate cloud collaboration options and how they could fill needs on campus • Discover how to ensure solid cloud vendor contracts

Enterprise Service Delivery

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

AVST
*Participation: Corporate Display*
John Stachowsky, Director of Inside Sales, Eastern Region
jstachowsky@avst.com, 949-699-2300
www.avst.com
*Product Categories:* BAdaptive Technologies; BYOD; E-Mail and Productivity Systems

Brocade
*Participation: Corporate Display*
Bryan Fye, LAN-SLED Sales, So Cal. OC South
bfye@brocade.com, 714-926-9101
www.brocade.com
*Product Category:* Network Security and Applications

Cambridge Computer
*Participation: Corporate Display*
Bryn Ryan, Relationship Manager
bryn@cambridgecomputer.com, 949-642-7068
www.cambridgecomputer.com
*Product Categories:* Consulting; Data Security; Storage

Code42
*Participation: Corporate Display*
Elizabeth Jensen, Enterprise Account Executive
elizabeth@code42.com, 612-232-5804
www.code42.com
*Product Categories:* BYOD; Cloud Computing and Services; Data Security

CDW-G, *Platinum Partner*
*Participation: Print Program Sponsor*
Tyler Quaranta, Account Executive
tylequa@cdw.com, 818-254-1721
www.cdw.com/highereducation
*Product Categories:* BYOD; Cloud Computing and Services; Network Security and Applications

Epson, *Gold Partner*
*Participation: Projector Sponsor*
Sean Gunduz, Product Manager
sean_gunduz@ea.epson.com, 562-981-3840
www.epson.com/education
*Product Categories:* Classroom Control Systems; Hardware; Wireless

Fischer International Identity, *Silver Partner*
*Participation: Corporate Display*
Mark Cochran, Sales Director
mdc@fischerinternational.com, 603-566-7256
www.fischerinternational.com/edu
*Product Categories:* Cloud Computing and Services; Consulting; Identity and Access Management

ImageX Media
*Participation: Corporate Display*
Brent Wilker, Director of Business Development
brent@imagexmedia.com, 778-785-1547 x700
imagexmedia.com
*Product Categories:* Content Management Systems; Open Source

Jenzabar, *Platinum Partner*
*Participation: Totebag Sponsor*
Peter Denly, Business Development Representative
Peter.Denly@jenzabar.com
www.jenzabar.com
*Product Categories:* Cloud Computing and Services; CRM; ERP

Kore Technologies
*Participation: Corporate Display; Presentation*
Keith Lambert, Vice President Marketing and Business Development
keith@koretech.com, 858-678-0030
www.koretech.com
*Product Categories:* Analytics; Business Intelligence; Data Administration and Warehousing

Kroll
*Participation: Corporate Display; Notepad and Pen Sponsor*
Greg Brown, Director
greg.brown@kroll.com, 619-243-6870
www.kroll.com
*Product Categories:* Consulting; Data Security; Risk Management

lynda.com, *Silver Partner*
*Participation: Lunch and Roundtable Sponsor; Hotel Door Drop Sponsor*
Howard Giles, Academic Sales Advisor
hgiles@lynda.com, 805-755-1556
www.lynda.com
*Product Categories:* Mobile Learning; Online Learning; Training
Pearson, **Platinum Partner**  
*Participation: Mobile App Sponsor*  
Caroline Leary, Marketing Manager  
caroline.leary@pearson.com  
www.pearsononlinelearning.com  
**Product Categories:** Learning Analytics; Online Learning; Student Retention

**QLess**  
*Participation: Corporate Display*  
Leslie Huynh, Sales Operations Specialist  
leslie@qless.com, 626-405-2305  
www.qless.com  
**Product Categories:** Cloud Computing and Services

**San Diego Supercomputer Center**  
*Participation: Corporate Display*  
Sandeep Chandra, Division Director, Health Cyberinfrastructure  
chandras@sdsc.edu, 858-534-5031  
sherlock.sdsc.edu  
**Product Categories:** Cloud Computing and Services; Privacy; Security Management

**TeamDynamix**  
*Participation: Corporate Display*  
Andrew Graf, Consultant  
agraf@teamdynamix.com, 877-752-6196  
www.teamdynamix.com  
**Product Categories:** Business Intelligence; Help Desk; Portfolio and Project Management

**Unicon**  
*Participation: Corporate Display*  
David Lipari, Senior Solutions Consultant  
dlipari@unicon.net, 480-558-2400  
www.unicon.net  
**Product Categories:** Learning Analytics; Open Source; Student Retention

**VMware**  
*Participation: Corporate Display*  
Richard Hawkins, Transformation Strategist  
rhawkins@vmware.com, 360-731-6252  
www.vmware.com  
**Product Categories:** Cloud Computing and Services; Consulting; Training

**Workday, Gold Partner**  
*Participation: CIO Experience Sponsor; Thought Leader Session Sponsor*  
Zach Baird, Account Executive  
zach.baird@workday.com  
www.workday.com  
**Product Categories:** Cloud Computing and Services; ERP; Student Information Systems

**WTC Consulting**  
*Participation: Corporate Display*  
Ron Rutherford, Director of Marketing  
rutherford@wtc-inc.net, 213-689-5309  
www.wtc-inc.net  
**Product Categories:** Consulting; Governance and Compliance; Portfolio and Project Management
### 2015 EDUCAUSE Professional Development Events

<table>
<thead>
<tr>
<th>MONTH</th>
<th>Event Name</th>
<th>Dates</th>
<th>Location</th>
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<tr>
<td>JANUARY</td>
<td>EDUCAUSE Connect</td>
<td>January 28–30</td>
<td>San Diego, CA</td>
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<tr>
<td></td>
<td>New IT Managers Program</td>
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<tr>
<td>FEBRUARY</td>
<td>ELI Annual Meeting</td>
<td>February 9–11</td>
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<td>MARCH</td>
<td>NERCOMP Annual Conference</td>
<td>March 30–April 1</td>
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<td>Leading Change Institute</td>
<td>May 31–June 5</td>
<td>Washington, DC</td>
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<tr>
<td>APRIL</td>
<td>EDUCAUSE Connect</td>
<td>April 22–24</td>
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<tr>
<td>MAY</td>
<td>Security Professionals Conference</td>
<td>May 4–6</td>
<td>Minneapolis, MN and Online</td>
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<td></td>
<td>Leading Change Institute</td>
<td>May 31–June 5</td>
<td>Washington, DC</td>
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<tr>
<td>JUNE (CONTINUED)</td>
<td>Management Program</td>
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<td>Philadelphia, PA</td>
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<td></td>
<td>Learning Technology Leadership Program</td>
<td>July 13–17</td>
<td>Philadelphia, PA</td>
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<td>JULY</td>
<td>Leadership Program</td>
<td>July 6–10</td>
<td>Philadelphia, PA</td>
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<td></td>
<td>Breakthrough Models Academy</td>
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<td>Chicago, IL</td>
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<td>Administrative IT Summit</td>
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<td>Breakthrough Models Incubator</td>
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<td>ELI Focus Session</td>
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For a comprehensive list of upcoming events, including webinars, please visit [educause.edu/Events](http://educause.edu/Events).
The next generation of college students is using mobile devices, cloud computing and collaborative technology to communicate and learn. And to best accommodate learners, instructors are adopting these technologies into their curriculum, causing a strain on networks, security stress, privacy concerns and control issues. CDW-G understands your needs and offers a comprehensive list of solutions to help your institution get prepared for the school year.

WE HAVE TECHNOLOGY SOLUTIONS FOR THE NEXT GENERATION:

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- Power and Cooling
- Security
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- Sports and Stadium Technologies
- Storage
- Total Mobility Management
- Unified Communications and Collaboration
- Virtualization