

Rooted in Experience

Embracing the Future



CSMS 2003

**30TH ANNIVERSARY
COMPUTER SERVICES MANAGEMENT
SYMPOSIUM**

Sponsored by ACM/SIGUCCS

March 30 – April 1, 2003

DoubleTree Hotel • Monterey, California

www.acm.org/siguccs/

SIGUCCS is the Special Interest Group for University and College Computing Services, part of the Association for Computing Machinery (ACM). SIGUCCS' mission is to enhance the support, delivery, and management of

information technology services in higher education. To learn more about SIGUCCS, including how to join the organization, see the web site <http://www.acm.org/siguccs/>

SIGUCCS Executive Committee

Chair: Robert Paterson, Salem State College
Secretary, Jerome Smith, University of California, Berkeley
Information Director, Nancy Bauer, Rose-Hulman Institute of Technology
Conference Liaison (Vice Chair), Lida Larsen
Treasurer, Alan Herbert, University of Akron
Immediate Past Chair, Jennifer Fajman
At-large Member, Linda Downing, California State University, Sacramento
At-large Member, Jack Esbin
ACM Program Coordinator, Irene Frawley

Conference Committee

Conference Chair, Mike Yohe, Valparaiso University
Treasurer, Jack Esbin
Pre-conference Tutorial Chair, Linda Downing, California State University, Sacramento
Program Chair, Jim Bostick, Virginia Commonwealth University
Technology Track Chair, Kevin Moroney, Penn State University
Management Track Chair, Phil Isensee, Oregon Health & Science University
BOF Chair, John Lateulere, Otterbein College
Conference Webmaster, Jim Yucha, Virginia Commonwealth University
Conference Management, Joanne Weber, CAE, and Joe Martori,
Conference Technology Enhancements
Registration, Larry Pickett

SYMPOSIUM PROGRAM AT A GLANCE

MANAGEMENT TRACK

SERVICES TRACK

TECHNOLOGY TRACK

SATURDAY, MARCH 29

9:00 PM – 11 PM

Early Bird Hospitality Suite
Peter B's Brew Pub

SUNDAY, MARCH 30

7:30 AM – 5:00 PM

Registration
Elevator Foyer Registration Area

7:30 AM – 8:30 AM

Continental Breakfast for Tutorial Session Attendees
Bonsai Foyer

8:30 AM – 12 (noon)

Pre-conference Tutorials
1. Marketing Communications for "IT"
Diane Jung, Manager of IT Conferences & Events Indiana University
Bonsai I
2. Project Management: Managing a Slate of Projects
John Wasileski, Ph.D., Associate Vice President for Information Systems, University of Memphis
Bonsai II

9:00 AM - 12(noon)

Open SIGUCCS Board Meeting, 7th Floor Boardroom

1:00 PM – 3:00 PM

Opening Plenary and Keynote Address
Ken Klingenstein, Ph.D., Director, Internet2 Middleware Initiative
Chief Technologist, University of Colorado at Boulder
Lessons from a Life as Road Kill
Bonsai I, II, III

3:00 PM – 3:30 PM

Break
Lower Atrium Area

3:30 PM – 5:00 PM

Beyond Budget Dust to Sustainable Funding Models For IT in Higher Education
Jack McCredie,
University of California, Berkeley
Bonsai I

PARALLEL SESSIONS

IT and Library Collaboration: a Road to Better Service
Rick AmRhein,
University Librarian
Valparaiso University
Bonsai II

At What Cost Classrooms? The Experience of One Institution
Rick Peterson,
UNC-Chapel Hill
Bonsai III

5:00 PM – 6:00 PM

Birds of a Feather Sessions
See Schedule on page 6 and BOF Board at Registration

6:00 PM – 7:30 PM

Opening Reception
Lower Atrium Area

7:30 PM

Dinner on the town with old and new friends

9:00 PM – 12:00(midnight)

Hospitality Suite, Peter B's Brew Pub

MONDAY, MARCH 31

8:00 AM – 5:00 PM

Registration
Elevator Foyer Registration Area

7:00 AM – 8:30 AM

Continental Breakfast
Lower Atrium Area

8:30 AM – 10:00 AM

Plenary and Keynote Address
Deborah Hurley, Former Director, Harvard Information Infrastructure Project, Harvard University
The Ubiquitous Information Environment: Opportunities and Challenges
Bonsai I, II, III

10:00 AM – 10:30 AM

Break
Lower Atrium Area

SYMPOSIUM PROGRAM AT A GLANCE

MANAGEMENT TRACK	SERVICES TRACK	TECHNOLOGY TRACK
<p>10:30 AM – 12:00(noon)</p> <p>Successful Decision Making for the CIO Panel: Robert Paterson, Salem State College David Todd, University of San Diego John Bucher, Oberlin College Tom Moberg, Saint Louis University Bonsai I</p>	<p>PARALLEL SESSIONS Academic IT Support Program Herb Wilson, University of Colorado at Boulder Bonsai II</p>	<p>Challenges Facing Universities Integrating SCT Banner, Campus Pipeline, and Blackboard Stephen Wassef, Wayne State University Bonsai III</p>
12:00 (noon) – 1:30 PM Lunch (provided), Lower Atrium Area		
<p>1:30 PM – 3:00 PM</p> <p>Institution Web Sites: Juggling Content, Management and Politics Panel: Linda Hutchison Oregon Health & Science University Marvin Dunn, California College of Arts and Crafts Linda Downing, California State University, Sacramento Robin Krause, Central Missouri State University Bonsai I</p>	<p>PARALLEL SESSIONS Maximizing Student Employee Output: The Software Training for Students Program at UW-Madison Tina Rettler and Ann MacLaughlin-Berres, University of Wisconsin-Madison Bonsai II</p>	<p>Experiences with the Access Grid: A Tool for Group Conferencing for the Computational Grid and Beyond Gavin Burris, Penn State University Bonsai III</p>
3:00 PM – 3:30 PM Break, Lower Atrium Area		
<p>3:30 PM – 5:00 PM</p> <p>The Need for a Professional CIO / CTO Organization Les Lloyd, Rollins College Bonsai I</p>	<p>PARALLEL SESSIONS USITE/Crerar: Way of Thinking, first Computing Laboratory, second Chad J. Kainz, University of Chicago Bonsai II</p>	<p>"Privacy, security and copyright - Legislation and other challenges", Kent Wada, UCLA Bonsai III</p>
5:00 PM – 6:00 PM Birds of a Feather Sessions See Schedule on page 6 and BOF Board at Registration		
6:00 PM – 9:00 PM 30 th Anniversary Gala Event at the Monterey Aquarium <i>Sponsored by the SIGUCCS Board of Directors</i>		
9:00 PM – 12:00 (midnight) Hospitality Suite, Peter B's Brew Pub		
TUESDAY, APRIL 1		
7:00 AM – 8:30 AM Continental Breakfast, Lower Atrium Area		
<p>8:30 AM – 10:00 AM</p> <p>The Emotionally Intelligent IT Leader John Bucher, Oberlin College Bonsai I</p>	<p>PARALLEL SESSIONS Faculty Instructional Support: Moving Beyond Putting Courses Online to Curriculum Redesign Leila C. Lyons, University of Delaware Bonsai II</p>	<p>Choosing the Right Integrated Administrative Management Software Product: Processes and Pitfalls Robert Paterson, Salem State College Bonsai III</p>
10:00 AM – 10:30 AM Break, Lower Atrium Area		
10:30 AM – 12:00 (noon) Keynote and Closing Plenary William H. Graves, Ph.D., Chairman and Founder, Eduprise Convenience, Quality, and Academic Return on Investment Bonsai I, II, III		
12:00 (noon) CSMS Adjourns		

Session Details SUNDAY, MARCH 30, 2003

Pre-conference Tutorials: 8:30 a.m. – 12:00(noon)
(*Separate registration fee*)

1. Marketing Communications for "IT", Diane Jung, Manager of IT Conferences & Events, Indiana University

This tutorial explores an increasingly apparent need for marketing IT at higher education institutions. An increase of awareness and usage can result in clearer justification for IT expenses. "Marketing Communications for IT" will help you to explore a marketing campaign that will work for your institution and for your IT organization by taking you through an interactive process of launching a technology awareness campaign for your institution. **Meeting Room: Bonsai I**

2. Project Management: Managing a Slate of Projects, John Wasileski, Ph.D., Associate Vice President for Information Systems, University of Memphis

The University of Memphis has built and has been using a Project Inventory system that enables a number of project slate management functions to take place. The tutorial will cover the basics of project management issues from the perspective of having to manage MANY projects and how some clear thinking and basic tools can assist the process. The software developed by the University of Memphis will be given to all interested tutorial participants. **Meeting Room: Bonsai II**

CSMS BEGINS

Plenary and Keynote Address: 1:00 – 3:00 p.m.
Lessons from a Life as Roadkill

Ken Klingenstein, Ph.D., Director, Internet2 Middleware Initiative Chief Technologist, University of Colorado at Boulder

The developments in computing and networking over the last generation foreshadow much of the development of current cutting-edge activities. It may be possible to learn from the lessons of the last thirty years about the issues that will need to be faced in the next phase of our networked lives. The unexpected consequences of past invention should serve as good lessons for the future. This talk will discuss some of the challenges, technical and social, that have occurred in the emergence of networking over the last thirty years and identify several key areas and issues that appear to be bearing down on us again. **Meeting Room: Bonsai I,II,III**

Parallel Sessions: 3:30 – 5:00 p.m.

Management Track: Beyond budget dust to sustainable funding model for IT in Higher Education, Jack McCredie, University of California, Berkeley

Today's students and faculty expect, and demand, world-class access to electronic information technology. At the core of a modern college or university IT infrastructure is its communications network and the literally millions of servers connected to it on campus and throughout the world, with associated applications, data resources, services, and online communities of colleagues. How to pay for these resources while providing the maximum benefit for the institution is the question we explore in this session. **Meeting Room: Bonsai I**

Service Track: IT and Library Collaboration: a Road to Better Service, Rick AmRhein, Valparaiso University

Library resources have made a major shift in recent years to electronic formats. With this shift library reading and reference rooms have come

to look more like computer labs and librarians are spending more and more time providing technology training and troubleshooting. There is a growing common ground of user needs that can be most efficiently and effectively be met through collaboration of librarians and IT personnel. This presentation will focus on how the IT and Library organizations at Valparaiso University, though administratively separate, collaborate on numerous levels to provide excellent services to their campus community. **Meeting Room: Bonsai II**

Technology Track: At What Cost Classrooms? The Experience of One Institution, Rick Peterson, UNC-Chapel Hill

Are your classrooms well utilized? Are you ready to spend \$5-10K per year per classroom to maintain and life cycle multimedia technology in smart classrooms? Is the investment "worth it?" Should all classrooms be "smart?" The presenter will discuss issues, data, costs, and questions developed at UNC-Chapel Hill by the University's Classroom Design and Advisory Committee to aid in managing the University's approx. 260 classrooms. The presenter is very interested in hearing different viewpoints about these issues during the open discussion period. **Meeting Room Bonsai III**

Session Details MONDAY, MARCH 31, 2003

Plenary and Keynote Address: 8:30 – 10:00 a.m.

The Ubiquitous Information Environment: Opportunities and Challenges, Deborah Hurley, Former Director, Harvard Information Infrastructure Project, Harvard University

Our society is moving towards a ubiquitous computing and information environment. But what are the implications of this movement? This session will explore the coming ubiquitous information environment by looking at: the characteristics of the technological evolutions — ubiquitous, embedded, decentralized, complex their deployments — locational technologies, ingestibles, biometrics, XML, wireless, broadband, etc. the possibilities they permit — "always on," access to information, mobility, remote activity, surveillance, credentialling, authentication the possible personal and societal impacts — privacy, security, the surveillance society, civil liberties, academic freedoms, freedom of expression rights, etc.

Meeting Room: Bonsai I,II,III

Parallel Sessions: 10:30 – 12:00 (noon)

Management Track: Successful decision making for the CIO

Robert Paterson, Salem State College

David Todd, University of San Diego

John Bucher, Oberlin College

Tom Moberg, Saint Louis University

Senior IT managers make some key decisions and take important actions that can greatly impact their chances of success. What are the opportunities and pitfalls to be aware of when starting a new job and beyond? How do we continually reinvent ourselves as CIOs to remain effective in our jobs and recognize when it might be time to move on? A panel of CIOs will discuss their experiences, provide guidelines for assessing opportunities, and share what they might have done differently. **Meeting Room – Bonsai I**

Services Track: Academic IT Support Program, Herb Wilson, University of Colorado at Boulder

At the University of Colorado at Boulder, a major focus of change management within Information Technology Services (ITS) is realigning the IT support for the teaching and learning efforts of our schools and

colleges. The Academic IT Support Program's fundamental principles are central management, local positioning and joint commissioning. The intent of the Program is to establish teams of IT support resources in each school or college that will be cross functional in nature and specific in commission. The presentation will cover our IT support model and results of a pilot deployment of this program.

Meeting Room – Bonsai II

Technology Track: Challenges facing universities integrating SCT Banner, Campus Pipeline, and Blackboard, Stephen Wassef, Wayne State University

Wayne State University has recently deployed SCT Banner, Campus Pipeline, Blackboard. This presentation explains the challenges we have faced in integrating these three from a customer service perspective. We have selected SCT Banner for our Administrative Systems (HRMS, FMS, SIS, and Alumni), Campus Pipeline for our web portal to SCT Banner and Blackboard, and Blackboard for our course management system. Problems identified include data synchronization across the systems, user account/password synchronization, user education, and marketing. We have found ways to integrate all of these systems to work together. **Meeting Room – Bonsai III**

Parallel Sessions: 1:30 – 3:00 p.m.

Management Track: Institution Web Sites: Juggling Content, Management and Politics

Linda Hutchison, Oregon Health & Science University

Marvin Dunn, California College of Arts and Crafts

Linda Downing, California State University, Sacramento

Robin Krause, Central Missouri State University

Web sites often reveal more about an institution than just factual information. Behind the scenes, decisions are made regarding the technical management of servers, the choice of platforms and software, policies regarding information content, "look and feel", etc. And often politics determines "who does what" and "when". Dozens of models for managing web sites exist. Panel members will discuss models at their institutions, along with frank discussions about what works and what does not. **Meeting Room – Bonsai I**

Services Track: Maximizing Student Employee Output: The Software Training for Students Program at UW-Madison, Tina Rettler and Ann MacLaughlin-Berres, University of Wisconsin – Madison

Managing student employees can be a difficult task. Managers not only have to deal with generational differences, but also varying life values, work behaviors, and visions for workplace life. Harvesting and celebrating the differences can mean positive results. The Software Training for Students Program (STS) at the University of Wisconsin-Madison uses student employees to complete most of its tasks, from web design and site management, to class planning, marketing, and public relations. This session will showcase some of the Software Training for Students work, as well as tips and tricks on what works for this program. **Meeting Room – Bonsai II**

Technology Track: Experiences with the Access Grid: a tool for group conferencing for the Computational Grid and Beyond, Gavin Burris, Penn State University

The Access Grid provides a global venue for group-to-group tele-collaboration, using multicast Internet connections, voice and video teleconferencing, multi-modal media displays, shared applications and interactive interfaces to visualization environments. This session will

provide an overview of the Access Grid's capabilities and our experience in implementing an Access Grid node, including: What is Access Grid? What kinds of activities or communications are supported? Who have been the key players in development? How can my institution participate? What technology is needed? What logistical or operational issues will I need to consider?

Meeting Room – Bonsai III

Parallel Sessions: 3:30 – 5:00 p.m.

Management Track: The need for a professional CIO/CTO

Organization, Les Lloyd, Rollins College

Virtually every area of College and University management has a professional organization behind it. While IT officers have SIGUCCS, EDUCAUSE and a number of reputable organizations, none has a program/conference track or specific support organization for the people who run the IT organizations across the country. This type of group is needed to support the efforts of IT leaders nationally.

Meeting Room – Bonsai I

Services Track: USITE/Crerar: Way of thinking, first. Computing laboratory, second., Chad J. Kainz, University of Chicago

The USITE/Crerar Computing Cluster is much more than fancy computers, frosted glass, and interesting drywall; it represents a major change in thinking about the role of "public" computing and computing laboratories on campus. This model came about out of collaboration, leadership, and creativity among a wide range of participants: central IT, Library, the Biological Sciences, and a Divinity School graduate student. It is based on placing the work environment ahead of technology. This presentation will focus on the aspects of leadership, creativity, and collaboration that shaped, defined, and developed this model. **Meeting Room – Bonsai II**

Technology Track: Privacy, security and copyright - Legislation and other challenges, Kent Wada, UCLA

Some of the most vexing challenges we face today - protecting privacy, providing security and balancing copyright interests to name a few - are being argued nationwide and indeed around the world. They are being argued in our institutions, too. We want to comply with laws; run a stable, reliable and secure network environment; and do the right thing. But what is the right thing to do? How can we operate efficiently, lawfully and maintain some of our core principles of freedom of speech, academic freedom and privacy? **Meeting Room – Bonsai III**

Session Details TUESDAY, APRIL 1, 2003

Parallel Sessions: 8:30 – 10:00 a.m.

Management Track: The Emotionally Intelligent IT Leader, John

Bucher, Oberlin College

This presentation will follow along the principles described in the book: *Primal Leadership: Realizing the Power of Emotional Intelligence*, by Daniel Goleman, Richard Boyatzis and Annie McKee. It will present very current information on the power of E.I. and the powerful tool that E.I. presents in leadership. **Meeting Room – Bonsai I**

Services Track: Faculty Instructional Support: Moving beyond putting courses online to curriculum redesign, Leila C. Lyons, University of Delaware

What is the real impact of your campus course management system (CMS) on teaching and learning? How does a campus move beyond delivering many individual courses through a CMS to undertaking a

BIRDS OF A FEATHER PROGRAMS

curriculum redesign that incorporates active learning and uses the most appropriate features of the CMS? At the University of Delaware curriculum revision project proposals were solicited from faculty (see www.udel.edu/present/grant) and were required to have matching funds provided. Successful proposals were assigned a development team to work with the faculty leaders of the project. This presentation will describe the model for team-based management of the redesign process. **Meeting Room – Bonsai II**

Technology Track: Choosing the right integrated administrative management software product: Processes and Pitfalls., Robert Paterson, Salem State College

The pressure is off to purchase an integrated administrative management software product. We now have a chance to engage the campus in a process that will lead to success. The focus of this talk will be on the product selection and implementation strategies including outsourcing and partner selection process. While the talk may reference specific products and services as examples, evidence will be presented that suggests that these processes are independent of the products. **Meeting Room – Bonsai III**

**Keynote and Closing Plenary: 10:30 a.m. – 12:00 (noon)
Convenience, Quality, and Academic Return on Investment
William H. Graves, Ph.D., Chairman and Founder, Eduprise**

Technology has raised the expectation among today's young and not-so-young students for convenience and flexibility in the delivery of academic and administrative services. They expect high-tech self-service and high-touch interaction to blend in a way that increases both academic quality and flexibility. Traditional nonprofit colleges and universities can meet this challenge only if their investments in technology produce academic value commensurate with the new expectations and competition. This session will describe how nonprofit institutions are ensuring that their investments in technology and faculty development pay off in today's increasingly competitive higher education environment—an environment in which self-service and personalized service are expected and need not be contradictory goals. **Meeting Room – Bonsai I,II,III**

Wireless Internet Access will be available in the conference area for CSMS attendees. Attendees will need to bring their own wireless cards.

Thank you to our VIP SPONSORS

Dell Computer Corporation– Monday Luncheon

Gateway Computers – Sunday Afternoon Break and Tuesday Morning Break

Sun Microsystems – Evaluation copies of StarOffice

Advanced Productivity Computing – Door Prize

CSMS currently has the following Birds of a Feather Programs (BOF) scheduled. Rooms are still available for new BOFs to form. Visit the BOF Board at registration to request a BOF, or see what new BOFs have been formed.

SUNDAY, MARCH 30

1. Disaster Recovery Planning: What are small schools doing in the way of disaster recovery (or business continuity) planning? Hiring consultants? Employing firms like Sungard or others? Using planning software? Setting up remote sites?

Meeting Room – Bonsai I

2. Student Computing: Pay-for-print/print management in computer lab

Meeting Room – Bonsai II

3. Future of CSMS. **Meeting Room Bonsai III**

MONDAY, MARCH 31

1. Inter-institutional Partnerships and Resource Sharing: Discuss staff sharing and subcontracting, consortia sharing of administrative systems. **Meeting Room – Bonsai I**

2. Student Computing: Ranging from ownership issues and support of institutionally required computers to anti-virus and other software on student owned computers. **Meeting Room – Bonsai II**

3. CSMS 2004 Planning BOF –Anyone interested in working on or in finding out how you might be able to help with CSMS 2004, please join us for this planning BOF. **Meeting Room - Bonsai III**

Computer Services Management Symposium March 21–23, 2004

*Join old and new friends at the
Hilton of Santa Fe in
majestic Santa Fe, NM for the
31st Computer Services Management Symposium!*

Better yet, get involved and help us make it happen!

We need:

- Conference Committee Members
- Session Chairs
- Contributed Papers
- Proposal for Pre-conference Tutorials
- Evangelists (If every CSMS 2003 participant comes back next year and brings just one new or prodigal friend, we'll have a record!)

To get involved, join us at the
CSMS 2004 BOF on Monday evening,
or contact

Jim Bostick (Jim.Bostick@vcu.edu).

