

October 29 ■
November 1, 2000



Building the Future

SIGUCCS 2000

Preliminary Program

Fall User Services Conference

Sponsored by ACM/SIGUCCS

<http://www.acm.org/siguccs/>

Richmond

■ Virginia



Introduction

Welcome to SIGUCCS 2000

ACM/SIGUCCS

ACM, Association for Computing Machinery, is an international scientific and educational organization dedicated to advancing the art, science, engineering, and application of information technology.



ACM serves both professional and public interests by fostering the open interchange of information and by promoting the highest professional and ethical standards.

SIGUCCS, the Special Interest Group on University and College Computing Services, focuses on preparing its members to assist scholars in the effective use of technology. College and university computing services professionals, consultants, technical writers, and librarians join together to exchange ideas for improving computing services in the university environment.

ACM Contact Information

E-mail: acmhelp@acm.org
Phone: 800-342-6626
212-626-0500 (global)
FAX: 212-944-1318

An on-line membership application can be found at the ACM web site (<http://www.acm.org/>)

Please join us in historic Richmond, Virginia for our fall conference. The annual conference of ACM's Special Interest Group on University and College Computing Services—SIGUCCS—will be held at the OMNI Hotel, October 29–November 1.

SIGUCCS is the premier conference for meeting other user services professionals to explore issues and propose solutions regarding information technology (IT) services in higher education.

This year's conference will showcase daily keynote speakers, technical sessions, pre-conference tutorials, poster sessions, and, of course, fun events such as the Opening Reception, an Ice Cream Social, a 5K Fun Run/Walk, and the Gala Event—special activities and dinner at the Virginia Museum of Fine Arts.

In the last decades of the twentieth century, the Internet and other dramatic technological developments radically changed many aspects of our lives, including how our institutions operate, students learn, and services are delivered. The theme of our conference, "Building the Future," challenges us to continue this transformation into the new millennium.

But SIGUCCS is really about you: The more involved you are, the more valuable the conference can be to you.

So provide materials for the Documentation Room or enter the Publications Competition. Come to Richmond and encourage a colleague or co-worker to attend, too. Plan to find a solution to an issue you are dealing with, use your expertise to help someone else solve a problem, meet new friends who might be a resource in the future, enjoy browsing at the Virginia Museum of Fine Arts, listen to informative keynote speakers, learn new approaches for providing service, and return home refreshed and ready to try some of the new ideas you learned.

We hope to see you in Richmond. Please check the conference web site (<http://www.acm.org/siguccs/>) for the most complete and current information.

Conference Co-Chairs

Jane Hesler
Virginia Commonwealth University
jane.hesler@vcu.edu

Anne Lind
University of Virginia
alind@virginia.edu

Keynote Speakers

- Edward Ayers, Hugh P. Kelley Professor of History, University of Virginia. Professor Ayers is the author of *The Promise of the New South* and other books on southern history. He is also director of the renowned digital history project, *The Valley of the Shadow: Two Communities in the American Civil War*. Ayers will discuss the challenges and rewards of large-scale digital projects and their implications for the institutions that foster them.
- Wendy Lader, Senior Policy Advisor, National Telecommunications and Information Administration (NTIA). Lader co-authored NTIA's two most recent studies on Americans' access to new technologies: *Falling Through the Net: Defining the Digital Divide* and *Falling Through the Net II: New Data on the Digital Divide*. These reports have generated strong interest in the digital divide among policymakers, governments, and citizen groups. Most recently, Lader co-authored a joint study prepared by NTIA and the U.S. Department of Agriculture's Rural Utilities Service, *Advanced Telecommunications in Rural America: The Challenge of Bringing Broadband Service to All Americans*.
- Phil Verghis, Director of Customer Care, Akamai Technologies. Verghis' presentation, "EEK Commerce—Or Why Traditional Support Models Mapped to the Internet Fail," will provide a perspective from someone who delivers outstanding customer support in a company whose business has actually been driven by the Internet. Compare and contrast traditional university support with those of a company like Akamai. Learn what we need to develop and change—in our services and in ourselves—to be effective in the future. Verghis is also a subject matter expert with the Support Research Institute on Internet Enabled Support Centers.

Publications Competition

Each year, SIGUCCS sponsors competitions to recognize outstanding publications developed at college and university computing centers. Select your best work and submit it to the Publications Competition. Check the conference web site (<http://www.acm.org/siguccs/>) for details. Entries must be postmarked by September 8, 2000.

Documentation Room

The Documentation Room is a long-standing SIGUCCS tradition. You can display your brochures, newsletters, instructional materials, or handouts for other conference participants to view. Check the conference web site (<http://www.acm.org/siguccs/>) for details. Materials must be received by October 27, 2000.

E-mail Room

The conference hotel will provide a room equipped with computers and software to facilitate communication.

Birds-of-a-Feather Sessions

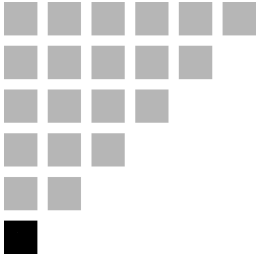
Each day after the technical sessions, Birds-of-a-Feather sessions (BOFs) provide you with an opportunity for informal discussion on the topic of your choice. If you would like to suggest a topic in advance, contact Bonnie Alexander (alexander@macalester.edu). To suggest a topic at the conference, fill in a sign-up sheet at the conference office.

Conference Highlights

- Four morning and four afternoon pre-conference tutorials on Sunday (October 29)
- Opening Reception on Sunday evening (includes hors d'oeuvres and refreshments)—Wear your college sweatshirt
- Daily Keynote Speaker
- 5K Fun Run/Walk—To participate, download the sign-up sheet from the conference web site (<http://www.acm.org/siguccs/>)
- Ice Cream Social—Socialize with colleagues by indulging in your favorite flavor of ice cream
- Gala Event—Special activities and dinner at the Virginia Museum of Fine Arts
- Hospitality Suite—Available for conference participants to share ideas with others or just take a break

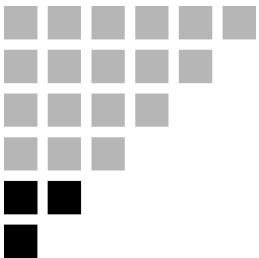
Conference Topics

Building Services and Service Support Models



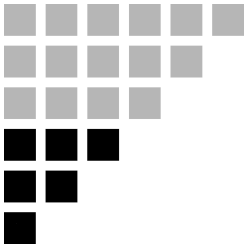
A centralized help desk for computer and network problem resolution is now at the heart of most IT organizations. At this year's conference, presentations related to help desk management describe developing a help desk, call-tracking tools, and methodologies. Student support issues are covered through papers that explore different institutions' approaches to computer lab management as well as programs that have been implemented for fall startup to ease students' transition to their schools. Training and documentation remain at the core of user services, and this year's conference will include papers with practical pointers to redesigning these services to align them with the needs of networked communities.

Building Organizational Structures



How do we build effective organizations to deliver exemplary IT services? Attend presentations to learn about the use of work teams and explore diverse computer lab management. Colleagues will describe partnerships, collaboration, and models of project management within their IT organization. The conference also includes desktop computing support strategies, models for departmental computing support, and tools that ease the challenges of managing students.

Building an Expert Staff

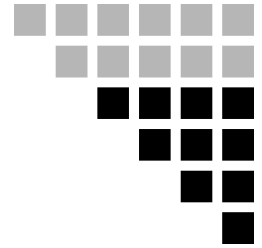


A highly trained, motivated, and customer-oriented IT staff is one of an institution's most valuable resources. Presentations will focus on training, recruitment, and retention of IT staff. None of us would be able to deliver the range of services that we do without student workers. Several sessions will address issues regarding student employees in both large and small institutions.

Conference Topics

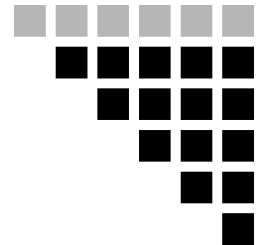
Building the IT Infrastructure

Emerging technologies challenge us to continually change and improve the IT infrastructure. This year's conference will include presentations about Windows 2000 deployment and the implementation of authentication and directory services. Papers will be presented on open source code software and e-mail migration strategies. Learn how colleagues have implemented statewide ISPs, are supporting emerging technologies such as DSL and wireless Ethernet, and are actively engaged in developing middleware applications for Internet2. Attend presentations on web-based groupware and redesigning an institution's web infrastructure as well as a session on building and migrating to IMAP services.



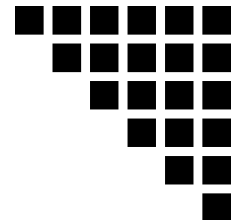
Building the Next Generation of Users

Tomorrow's electronic citizens will need to learn not only the mechanics of using new technologies but how to live and work in an electronic society. Presentations will focus on new training methods and providing access for traditional and non-traditional users. Further sessions describe the efforts to educate students to use the Internet in an ethical and responsible way and how to address the issues that arise when they do not.



Building Learning Environments

The integration of technology into teaching and learning is now a priority at nearly every institution. Presentations at the conference will describe the benefits of collaborative partnerships to support faculty development and the challenges of providing technology training and support for faculty. Colleagues will describe their development of different learning environments, the support of specialized labs and classrooms as well as using laptop computers for instruction.



Morning Tutorials

Tutorial Highlights

- Characteristics of a team
- Stages of team development
- Building team spirit
- Focusing on customer service
- Tools and techniques

Tutorial Highlights

- Adaptation—Making the transition to supervisor
- Approaches—Building a work plan, delegating responsibilities, and more
- Avenues—Choosing a leadership style, motivational techniques, positive work environments, personnel issues, and more
- Accounting—Managing and planning budgets

Building a Better Customer Service Team (1)

Description

As individuals we can promote, build, and support good customer service. As a team we can build a shared commitment to achieving excellence in our service. Identify characteristics of a cohesive team and discover innovative ways to inspire your team to produce better results.

Who Should Attend

Managers, supervisors, and anyone who works on a team. Although the focus of this tutorial is on building better customer service teams, the material is appropriate for building other types of teams as well.

Instructors

Bonnie Brown, Manager of User Services, California State University, Sacramento
Linda Downing, Supervisor of Desktop Services, California State University, Sacramento

Managing, Supervising, and Leading in User Services (2)

Description

This tutorial will cover surviving in a supervisory role, approaches to management, avenues for leadership, dealing with adversity, and handling the accounting functions of a manager.

Who Should Attend

Those who have recently moved into a user services management position, and those who want fresh ideas on supervising, managing, and leading.

Instructors

John Lateulere, Director of Information Technology, Otterbein College
Nancy J. Bauer, Manager of User Services, Rose-Hulman Institute of Technology

Managing Students—Not Herding Cats (3)

Description

Managing students should be more successful and more rewarding than herding cats. Not only is this possible, but this tutorial offers proven tips and tools. Whether you are responsible for two students or 200, you are faced with many of the same issues. Do you know exactly what the students will be doing? How will you train them? Where will you find them? How will you ever work out all those schedules? Come discover proven methods for hiring, scheduling, motivating, training, managing, and evaluating student employees in a working environment that doesn't jeopardize their first priority—being a successful student.

Who Should Attend

Anyone who hires and manages student employees, including those who write job descriptions, conduct interviews, maintain schedules, provide training, and conduct evaluations.

Instructors

Linda Hutchison, Assistant Director, Iowa State University
Sue Perin, Manager of Student Technology Consulting, Indiana University, Bloomington

Training Students for the Help Desk (4)

Description

Training student consultants is complex and time consuming. Once trained, these students are more in demand by others and retention becomes a critical issue. This tutorial will focus on the hiring process, training and competency testing as well as the retention of students hired to work as help desk consultants.

Who Should Attend

Individuals involved in the hiring, training, or management functions of small or large help desks staffed by student consultants.

Instructor

Jerry Martin, Senior Computer Specialist, University Technology Services, Ohio State University

Tutorial Highlights

- Learn the mechanics of interviewing and selection
- Identify resources and train consultants to be resource reliant
- Schedule, monitor, and evaluate hourly employee performance and hold them responsible and accountable for their actions
- Create a consultant's handbook and set high expectations for performance
- Collect examples of proven techniques and management tools

Tutorial Highlights

- The hiring process
- Orientation and initial training
- Monitoring, evaluating, and offering job performance feedback
- Continuing education
- Retention

Afternoon Tutorials

Tutorial Highlights

- Seven principles for good practice in undergraduate education
- Examples of good technology for each of the seven principles
- Case study: Strategies for building on faculty teaching strengths using technology
- Trends in faculty development
- Resources for faculty development program planning

Tutorial Highlights

- Needs assessment
- Process definition
- Call-tracking systems
- Staffing needs and requirements
- Marketing and promotion
- Industry standards and resources

Designing and Sustaining Faculty Development Programs (5)

Description

Every year more institutions of higher education add teaching with technology to their top priorities. This workshop will model pedagogical teaching principles and proven technical strategies for the classroom. Our interactive approach will lead participants to identify those elements that will contribute to a successful faculty development program.

Who Should Attend

Administrators involved in strategic planning for information technology and the teaching environment as well as individuals responsible for assisting faculty with integrating teaching practices and technology.

Instructors

Janet de Vry, Manager, Information Technologies, User Services, University of Delaware

Julius Bianchi, Associate Director for Information Technology, California Lutheran University

Taming the Help Desk Monster (or) “Help Desk” should not be a Four Letter Word (6)

Description

People seem to love to hate the help desk—they see it as a necessary evil. However, with the right design and focus, the help desk can be one of the most integral and successful components of an IT department.

With those thoughts in mind, a major component to making a help desk succeed is to have a proper process defined prior to implementation that will not only answer all logistical questions but ensure that the needs and expectations of the customers will be met. Through a combination of lecture, group discussion, and participation, this tutorial will focus on the process design of your help desk, determine points of failure, how best to construct your help desk to ensure service to the customer, and methods to market help desk services.

Who Should Attend

Schools designing a new help desk process or those in need of reengineering their existing help desk.

Instructor

Anne Crowley-Hatton, Director, User Services, Office of Information Technology, Capital University

Managing Windows 9x Software in a Public Computer Lab (7)

Description

A public computer lab should provide a functional and flexible software environment for users while being centrally administered. Supporting hardware configuration and software administration can be very time and personnel intensive. This tutorial will examine various methods of managing the Windows operating system software and applications. The programs GHOST and PCRDIST will be highlighted.

Who Should Attend

Those who are responsible for managing multiple computers running a Windows 9x operating system in either a lab or office environment.

Instructor

Steve Tapp, Assistant Director, Academic Computing, Kent State University

The Lady or the Tiger? Developing Internet Portals for Higher Education (8)

Description

Internet portals: How are they different from the web sites we now have? What are the target audiences for portals? What value can a portal add—and at what cost? What up-front decisions and life cycle consequences do portal development involve? What are the best ways to balance costs and benefits given the many economic models available? What are the benefits and risks of integrating them—or not integrating them—with our academic and administrative information systems? Participants in this tutorial will address these and other issues as we simulate the many steps involved in developing a portal site.

Who Should Attend

Campus IT administrators who are evaluating Internet portals or are beginning development of a homegrown portal or deployment of a commercial portal product.

Instructors

Keiko Pitter, Chief Technology Officer, Whitman College

Mark Sheehan, Director of the Information Technology Center, Montana State University

Tutorial Highlights

- Background and issues
- Base install of Windows using GHOST
- Security, system policies, and user profiles
- Using PCRDIST to synchronize a local hard drive with the server
- Remotely distributing application packages

Tutorial Highlights

- Discussion of portal features and purposes
- Roundtable identification of potential audiences
- Breakout sessions to design portal features that will serve each audience identified above
- Survey of the portal marketplace, including not-for-profit consortia and assisted homegrown options
- Roundtable discussion of the pros and cons of different economic models offered by the industry

Accommodations Information

OMNI Richmond Hotel

100 South 12th Street
Richmond, VA 23219
Phone: 804-344-7000
FAX: 804-344-7250 (reservations only)

The conference hotel is the OMNI Richmond.

To ensure you receive the conference rate, call 804-344-7000 and tell the reservationist you will be attending the SIGUCCS conference. The hotel accepts the following credit cards: American Express, Diner's Club, VISA, MasterCard, Discover, and Carte Blanche.

The following conference room rates are available October 27–November 2 (**cut-off date is October 6, 2000**):

Single: **\$124**
Double: **\$124**
Triple: **\$134**
Quad: **\$144**

Prevailing sales tax will be added to the above rates. At publication time, the tax is 12.5 percent.

Note: Reservations at the conference rate are subject to availability once the contracted room block has been filled. After the cut-off date (October 6, 2000), the special rate will no longer apply, and you will be charged the best available rate at that time. If the hotel does not have a conference rate room available when you call, check the conference web site (<http://www.acm.org/siguccs/>) for overflow accommodation information.

Valet parking is provided to all registered guests (\$12/night). The OMNI does not offer any on-site, self-parking options.

Registration Information

Registration (see fees on Registration Form) includes admittance to the technical and plenary sessions (Monday–Wednesday) and the following meals:

Day	Continental Breakfast	Lunch	Dinner
Sunday			hors d'oeuvres
Monday	✓	✓	
Tuesday	✓	✓	✓
Wednesday	✓		

Registration Form

First Name _____ Last Name _____

Name for Badge _____

Title/Job Function _____

Affiliation _____

Address _____

City _____ State/Province _____

Postal/Zip Code _____ Country _____

Tel _____ FAX _____

E-mail _____ Personal web URL _____

Vegetarian Kosher Vegan

I am a first time participant.

I want my name, address, and e-mail included in the conference participant list.

TUTORIALS

Note: Tutorials will be held on Sunday, October 29. Attendance is limited to 35 participants for each tutorial. Please check the tutorial(s) of your choice. Fee listed is for one tutorial.

Morning Tutorials: 1. 2. 3. 4.

Afternoon Tutorials: 5. 6. 7. 8.

ACM Member (By Oct. 2, 2000) **\$130** ACM Member (After Oct. 2, 2000) **\$160**

Nonmember (By Oct. 2, 2000) **\$180** Nonmember (After Oct. 2, 2000) **\$210**

Full-time Student (By Oct. 2, 2000) **\$130** Full-time Student (After Oct. 2, 2000) **\$160**

CONFERENCE FEES

<i>(please circle applicable fees)</i>	By Oct. 2, 2000	After Oct. 2, 2000
ACM/SIGUCCS Member ID: _____	\$425	\$475
Nonmember	\$475	\$525
Full-time Student	\$100	\$100

PAYMENT COMPUTATION

Conference Fee	\$ _____
Tutorial Fee	\$ _____
One-day Registration: \$200 —Specify day: _____	\$ _____
Guest (all events except sessions): \$200	\$ _____
Guest (Gala Event only): \$70	\$ _____
Guest's Name: _____	\$ _____
TOTAL ENCLOSED:	\$ _____

PAYMENT INFORMATION

Please make checks payable in U.S. dollars to **ACM/SIGUCCS**. If paying by Visa, MasterCard, or American Express, please be advised that this transaction will be described on your monthly statement as a charge from **REG.SYS.LB/CONFERENCE FEE**. Your signature indicates your agreement to pay the fees with the credit card number provided below:

Card Number: _____ Expires: _____

Cardholder's Name: _____

Cardholder's Signature: _____

Billing Address: _____

(if different from above)



Building the Future

SIGUCCS 2000

Registration Deadlines

Forms must be completed on-line, faxed, or postmarked by October 2, 2000 to qualify for the early registration rates. The last date to advance register is October 20, 2000. After this date, please register on-site.

Confirmation letters will be mailed 3–5 days of registration receipt.

Cancellation Policy

Requests for refunds submitted in writing must be received no later than October 20, 2000 and are subject to a \$50 processing fee. No refunds will be processed after this date.

Payments

Payment must accompany registration form to be processed. Telephone orders and wire transfers are not accepted.

Mail form with payment to the following address:

SIGUCCS 2000
c/o Registration Systems Lab
2060 Goldwater Court
Maitland, FL 32751 (USA)

FAX form with payment to the following telephone number:
407-628-3186

Register on-line at the following web site:
<http://www.regmaster.com/siguccs2000.html>

Questions about Registration?

Phone: 407-628-3602

E-mail: mandy@regmaster.com

28th Annual User Services Conference Preliminary Program



Building the Future

SIGUCCS 2000

October 29–November 1 ■ Richmond, Virginia

Association for Computing Machinery



ACM
1515 Broadway
New York, New York 10036-5701 (USA)