



Charting Bold Courses: New Worlds in User Services



SIGUCCS 2002

Providence, RI

Call for Participation

November 20-23, 2002

Who Should Attend

User Services Consultants
Help Desk Professionals
Instructional Technologists
Lab Supervisors
Information Technology
Librarians
I.T. Managers
and Directors
Media Specialists
Programmers
Systems Administrators
Technical Staff
Technical Writers
Trainers
Web Designers
and Developers

Please join us in Providence, Rhode Island for SIGUCCS 2002! The annual User Services conference of ACM's Special Interest Group on University and College Computing Services (ACM SIGUCCS) will be held at the Westin Hotel and the Providence Convention Center November 20-23, 2002.

SIGUCCS is the premier conference for meeting other user services professionals to explore issues regarding information technology services in higher education in a relaxed atmosphere.

The theme of this year's conference is Charting Bold Courses: New Worlds in User Services. It was the courage and vision of the settlers who dared voyage beyond familiar shores that established Rhode Island, aptly nicknamed the Ocean State.

Like those settlers, we in Information Technology Services are also being challenged to think beyond our familiar shores. We often push off into uncharted waters in an effort to explore ideas and technologies on the horizon, to plot out new services, to forge new partnerships, and to discover new worlds of opportunities for growth and development. These demanding and exciting voyages are the topic for this conference: their risks, their rewards, and the people and tools that help us on our way.

With your participation, we look forward to a wonderful and informative program for SIGUCCS 2002!

www.acm.org/siguccs

Abstracts due May 1, 2002

Conference Events

- Pre-conference Tutorials
- Opening Reception
- Keynote Speakers each day
- Presentations
- Poster Sessions
- "Birds of a Feather" Sessions
- Hospitality Suite
- Documentation Display
- 5K Run
- Gala Event
- Guided Outings
- Networking with your friends and peers

Conference Committee

Conference Co-Chairs

Pamela Vogel
Brown University
pamela_vogel@brown.edu

Catherine Yang
Bentley College
cyang@bentley.edu

Program Chair

Nancy Bauer
Rose-Hulman Institute
nancy.bauer@rose-hulman.edu

Topics to Consider

We are looking for presenters to share their perspectives on topics of interest to professionals supporting and managing information technology services in higher education. Topics of interest include (but are not limited to):

Training & Documentation

- Documentation – paper vs. web
- Training methods
- Web-based training initiatives
- Documentation/imaging management
- Computer-Based Training
- Promoting training initiatives
- Developing training skills

Customer Support

- Help Desk issues
- Faculty support
- Student computing issues
- Computer lab management
- Setting support expectations
- Handling difficult customers
- Remote computing
- Laptop programs
- Supporting administrative personnel
- Assessing changing needs for services

Management

- Working with a limited budget
- Service Level Agreements
- Managing resources
- Collaborative efforts
- Professional development
- Organizational structures
- Supported software issues – licensing, updates, distribution
- Hiring and retention of staff
- Using student employees

Faculty Development

- Supporting faculty initiatives
- Faculty-specific training efforts
- Instructional Technology
- Classroom innovations
- Getting faculty involved
- Supporting technology in the classroom

World Wide Web

- Supporting web publishers
- Knowledgebases
- Delivering services and applications over the web
- Designing handicap-accessible websites
- Designing effective help desk portals

Technology

- Wireless and remote computing
- Interesting software tools
- Leveraging technology for better service
- Interfacing new technologies with existing infrastructure

Keynotes

We have some exciting and interesting keynote speakers lined up for this year's event! Join us when we hear:

Brian Hawkins, President of EDUCAUSE

David Pogue, *New York Times* Technology Columnist and author

Andy van Dam, Thomas J. Watson Jr. University Professor of Technology and Education, Brown University

How to Participate

Presentations are the heart of the conference; we encourage you to participate! You may submit an abstract for a paper, panel discussion, workshop, or poster session.

Abstracts are due May 1st and will be judged on clarity, the relevance to the computing services audience, and professionalism. Final papers are due July 17th and will be published in the conference proceedings.

Abstracts should be between 250 and 300 words. Please indicate your intended audience, and specify which kind of presentation you are proposing (see below for descriptions). Note: Please use intuitive titles for your abstracts.

All abstracts should include the following:

- Name of Author(s)
- Title
- Affiliation
- Address
- Size of Institution (i.e., number of undergraduate and graduate students)
- Telephone Number
- E-mail Address

Papers

A paper consists of a 20- or 30-minute presentation and a question and answer period. (Time frame depends on the number of papers accepted.)

Panel Discussions/Campus Perspectives

A panel is a moderated 90-minute discussion with multiple participants from various institutions offering experiences on a single topic.

Workshops/Technical Sessions

This consists of a 90-minute interactive technical session or workshop.

Poster Sessions

A poster session is a presentation and discussion of a project. This is a great way to share with others about your project one-on-one in an informal setting. Please include a rough sketch of the proposed poster.

**Submit your abstracts electronically at:
www.brown.edu/siguccs**

Important Dates

May 1

Abstracts Due

June 5

Abstract acceptances mailed; full papers invited

July 17

Full papers due

Mid-August

Paper acceptances mailed

August 10

Competition entries due

November 7

Hotel reservation deadline

November 20-23

SIGUCCS User Services Conference in Providence!

Become a State Captain!

Help to promote the great learning and networking opportunities of SIGUCCS by encouraging attendance at conferences.

Contact Kandie Comfort at kcomfort@georgefox.edu for more information.

Competitions

Each year, SIGUCCS sponsors a competition to honor the best publications, web sites and promotional materials produced by university and college computing services professionals.

See the SIGUCCS 2002 web pages for competition categories and more information and details on how to enter. Awards will be presented at the 2002 SIGUCCS User Services Conference in Providence, Rhode Island. Entries must be postmarked by August 10, 2002. For more information, please contact Sandy German (sgg5u@virginia.edu).

*30th Annual SIGUCCS
User Services Conference*

**Call for
Participation**



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New Worlds in User Services

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