

Saturday Schedule

2:00 pm - 6:00 pm	Conference Volunteers Gather to Begin Setup	Concourse
4:00 pm - 7:00 pm	Administrative Facilities	
	Help Desk	Concourse
	Registration Desk	Concourse
5:00 pm - 9:00 pm	Board Meeting and Dinner	Falkland Room
8:30 pm - 10:30 pm	Hospitality Suite - Network with your Colleagues	Laurel Rooms A-B

Sunday Schedule

Pre-Conference Tutorials

7:00 am - 7:00 pm	Administrative Facilities	
	Help Desk	Concourse
	E-Mail and Documentation Room	Essex Room
	Speaker Preparation Room	Galena Room
	Registration Desk	Concourse
8:00 pm - 5:00 pm	Board Breakfast and Meeting	Falkland Room
8:30 am - Noon	Pre-Conference Tutorials* - Morning Session	
1	Developing Leadership in Yourself and Others <i>David Dodd, University of South Carolina Spartanburg</i>	Salon D
2	SLAs, SOSS, SOPs: The Alphabet Soup of End-User Support <i>Linda Hutchison, Jen Miller, Oregon Health Sciences University</i>	Salon E
3	It's Eleven O'Clock: Do You Know Where Your Identity Is? <i>Elizabeth A. Evans, Carolyn M. Kotlas, Donna W. Baily, Abe Crystal, Terrelle Buckner, University of North Carolina Chapel Hill</i>	Laurel Rooms A-B
4	Strategies for Helping Faculty Manage the Online Workload <i>Lawrence C. Ragan, The Pennsylvania State University</i>	Laurel Rooms C-D
1:00 pm - 4:30 pm	Pre-Conference Tutorials* - Afternoon Session	
5	Maintaining Balance: Expectations versus Technostress <i>Kathy Pribbenow, University of Kansas</i>	Salon D
6	Leadership, Service, and Management: An Essential Toolkit for the IT Administrator <i>John Bucher, Oberlin College</i>	Salon E
7	Copyright Law in the Digital Age <i>Laura N. (Lolly) Gasaway, University of North Carolina</i>	Laurel Rooms A-B

* Advance registration is required for pre-conference tutorials

Sunday Activities

At Night

4:00 pm - 5:00 pm	Fun Run and Walk	Meet at the Help Desk
6:00 pm - 7:00 pm	Welcome Meeting for First-Time SIGUCCS Attendees	Salon D
6:00 pm - 7:00 pm	Session Chairs Orientation	Salon E
7:00 pm - 9:00 pm	SIGUCCS Welcome Reception <i>(wear your school's sweatshirt and colors)</i>	Salon A-C
9:00 pm - 11:00 pm	Hospitality Suite and Board Game Competition - Meet Some New Friends	Salon B

Pre-Session

Monday Schedule

6:30 am - 7:30 am	Morning Activities	
	Waterfront Run <i>(3-mile run; easy pace)</i>	Meet at the Help Desk
	Start Your Day with Yoga <i>(beginners welcome; 20 mats available)</i>	Heron Room

7:00 am - 7:00 pm	Administrative Facilities	
	Help Desk	Concourse
	E-Mail and Documentation Room	Essex Room
	Speaker Preparation Room	Galena Room
	Registration Desk <i>(registration closes at 4:00 pm)</i>	Concourse

7:00 am - 8:30 am	Breakfast	
	Cold Continental Breakfast - all attendees welcome	Concourse
	Penny Crane and Hall of Fame Awards Breakfast <i>(by invitation)</i>	Falkland Room
	Speakers' Breakfast <i>(by invitation - speakers meet your session chairs)</i>	Salon B

Sessions

Monday Morning

8:30 am - 10:00 am	Opening Plenary	
	Building the Technology Quilt <i>Annie Stunden, University of Wisconsin</i>	Salon C

10:00 am - 10:30 am	Morning Break - Coffee, Tea and Sweets	Concourse
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10:30 am - Noon	Technical Session A		
1	OSX: A Ten Step Program <i>Crystal Miller, Henry Bent, Oberlin College</i> Mac OSX Panther Imaging Dos and Don'ts <i>Chris Wiesemann, University of Oregon</i> OSX: Here We Go Again <i>Scott Hanselman, Mahmoud Pegah, Luis Hernandez, Divyangi Anchan, Ringling School of Art and Design</i>	Tech Talk	Salon A
2	Windows to a New World: Online Freshman Orientation via Portal <i>Sherri Yerk-Swickl, Lehigh University</i> eXtreme Deployment: Distributing and Configuring 450 Student Laptops in Five Hours <i>E. Axel Larsson, Russell Sprague, Drew University</i>	Management	Salon B
3	Encouraging and Assisting Faculty Incorporation of Innovative Classroom Technologies <i>Donna Patterson, Valparaiso University</i> Reenvisioning Training: New Partnerships and Focus <i>Teresa Crafton, Kenneth Janz, Indiana State University</i>	Working with Faculty	Kent Room A
4	Students as Service Champions <i>April Krukowski, Mark L. Reynolds, Northwestern University</i> Student Employment System <i>Andrew Stutzman, The College of New Jersey</i>	Customer Service	Salon E
5	The Cost of Non-Compliance: When Policies Fail <i>Elinor Madigan, Corey Petulich, Kelly Motuk, Pennsylvania State University - Schuylkill Campus</i> Technology: Illegal, Immoral or Fattening? <i>Allan R. Jones, South Dakota State University</i>	Security and Networking	Laurel Rooms A-B
6	Creating a Channel for Campus Communication <i>Mark Allen Nakamura, Colby College</i> Information Busters: Communicating With Your Campus Community <i>David Dunn, Baylor University</i>	Training and Development	Laurel Rooms C-D

Noon - 1:30 pm		Buffet Lunch <i>(and dessert in the Concourse area)</i>	Salon C-D
1:00 pm - 3:30 pm		Poster Presentations	Concourse
Attempts to Automate Client Security at Virginia Commonwealth University <i>Doug Stinnette, Virginia Commonwealth University</i>	Providing Effective ICT services using Open Source Technology: The University of the Philippines Experience <i>Rommel Fera, University of the Philippines</i>		
Building a Champagne Helpdesk on a Beer Budget <i>Chris Sinnett, Tammy Barr, Oregon State University</i>	Research Based Methods for Using PowerPoint, Animation, and Video for Instruction <i>Trevor Murphy, Williams College</i>		
Building a Computer Lab that Students Will Love: Internet Cafes and Design Studios <i>Mark R. Ritschard, Colorado State University</i>	Residential Computing Consultants: Help Center After Hours and Onsite <i>Gretchen Beck, Carnegie Mellon</i>		
Easy Access to Remote Graphical Unix Applications for Windows Users <i>Richard Repasky, Indiana University</i>	Residential Student Support <i>Paul Juliano, Bentley College</i>		
Implementing High-Performance Grid Computing in Student Computer Labs <i>Mark McCallister, Mike Kutyna, Daniel Delgado, University of Florida</i>	Security Awareness Training for Students at Virginia Commonwealth University <i>Kay Sommers, Barbara Robinson, Virginia Commonwealth University</i>		
It's Eleven O'Clock: Do You Know Where Your Identity Is? <i>Elizabeth A. Evans, Carolyn Kotlas, Donna Bailey, Abe Crystal, Terelle Buckner, University of North Carolina at Chapel Hill</i>	Soothing the Many-Headed Beast: Improving the Rendering Process in the World of 3D Animation <i>Karissa Miller, David Przybyla, Mahmoud Pegah, Ringling School of Art and Design</i>		
Let's Get STARTed! Creating an Online Technology Orientation <i>Meredith Irvin, Mark Koan, Arizona State University West</i>	Spam Software Evaluation, Training, and Support: Fighting Back to Reclaim the Email Inbox <i>Jeff Balvanz, Don Paulsen, Joe Struss, Iowa State University</i>		
Mac OSX Tips and Tricks in a Lab Environment <i>John Lowe, Baylor University</i>	Timeline to Efficiency <i>Tammy Hohlt, University of Missouri - Columbia</i>		
Communication Award Winners <i>(Overall Winner)</i>		Concourse	
Computing Services Web Site <i>Information Technology Services (ITS) www.colorado.edu/its University of Colorado at Boulder</i>	Electronic Instructional Classroom Materials <i>ART100 - Using Visual Information Effectively www.towson.edu/~bsulliva/art100 Towson University</i>		
Student Employee Web Site <i>Brown University Help Desk Consulting Program www.brown.edu/hdcp/0304 Brown University</i>	Quick Reference Guides <i>Faculty Technology Guide Brochure University of California</i>		
Printed Computing Newsletter <i>Computing@NC State NC State University</i>	General Service Promotional Materials <i>ITS Event Topic Summary Sheets The Pennsylvania State University</i>		
Electronic Computing Newsletter <i>Technology for You! - A Northwestern eNewsletter for Faculty and Staff www.it.northwestern.edu/newsletter Northwestern University</i>	Promotional Video/Audio <i>DePauw University's 361 Degrees Initiatives* DePauw University</i>		
Electronic How-To Guides <i>Student Computing Guide - Summer Advising scg.ucdavis.edu/summeradvising University of California</i>	Student-Created Promotional Materials <i>Protect Yourself* Colgate University</i>		
Printed How-To Guides <i>Guide to Information Technology and Telecommunication Services for Faculty and Staff Seneca College of Applied Arts and Technology</i>	Software CDs <i>Internet Tools 2003/2004 CD University of California, Davis</i>		
Printed Instructional Classroom Materials <i>Data Warehouse I The Pennsylvania State University</i>			

* Entries marked with an asterisk (*) are from institutions with fewer than 4,000 students.

3:30 pm - 5:00 pm Technical Session B

13	Deploying and Taming the Wireless Beast <i>Robyn Richard, Justin Landry, Pennington Biomedical Research Center</i> Staying Secure in an Insecure World <i>Steven Brawn, Kelly Caye, Arizona State University West</i> Stuck in Nerdville: Implementing a Laptop Checkout Program via Information Commons <i>Amanda Moos, Chad Talbert, Baylor University</i>	Tech Talk	Salon A
14	Increase Student Employee Morale and Retention <i>Henry Moeller, Christine L. Vucinich, Pennsylvania State University</i> UW-Madison Student Leadership Project <i>John Lepak, Daniel Metzger, Bryan Reagan, University of Wisconsin - Madison</i>	Management	Salon B
15	Interactive Online Journaling: Blogs <i>Christopher Higgins, Lenita Reeves, Eric Byrd, University of Maryland</i> From Innovations to the Majority: Evolution in Faculty WebCT Training <i>Paulette Robinson, Sharon Roushdy, University of Maryland</i>	Working with Faculty	Salon D
16	Getting Better While Getting Less <i>Dave Pecora, Rochester Institute of Technology</i> Doing More with Less for the Good of All <i>John Roberts, Pennsylvania State University</i>	Customer Service	Salon E
17	Web-based Technologies: Reaching Their Ultimate Potential on Restricted Budgets <i>Salvador Baez-Franceschi, Karen Le, University of Houston</i> Convenience: Are You Providing It? <i>James Yucha, Virginia Commonwealth University</i>	Security and Networking	Laurel Rooms A-B
18	Moving From Training to Teaching <i>John Saul, Drew University</i> Condemned to Repeat History: Lessons I'm Still Learning <i>Kyle Barger, Lutheran Theological Seminary at Philadelphia</i>	Training and Development	Laurel Rooms C-D

At Night

Monday Evening

5:00 pm - 6:00 pm **Birds of a Feather (BOF) Sessions** *(see the SIGUCCS bulletin board for topics and locations)*

6:00 pm - 9:00 pm **Dinner on your own** *(visit Little Italy or Fell's Point for local fare)*

9:00 pm - 11:00 pm **Movie Night** Salon B

9:00 pm - 11:00 pm **Hospitality Suite and Board Game Competition** Salon D

9:00 pm - 11:00 pm **Monday Night Football - Tennessee vs. Green Bay** Concourse

Pre-Session

Tuesday Schedule

6:30 am - 7:30 am Morning Activities

Waterfront Run <i>(4-mile run; moderate pace)</i>	Meet at the Help Desk
Start Your Day with Yoga <i>(beginners welcome; 20 mats available)</i>	Heron Room

7:00 am - 7:00 pm Administrative Facilities

Help Desk	Concourse
E-Mail and Documentation Room	Essex Room
Speaker Preparation Room	Galena Room
Registration Desk <i>(registration closes at 4:00 pm)</i>	Concourse

7:00 am - 8:30 am Breakfast

Warm and Cold Buffet Breakfast - all attendees welcome	Concourse
Communication Awards Breakfast <i>(by invitation)</i>	Laurel Rooms C-D
Speakers' Breakfast <i>(by invitation - speakers meet your session chairs)</i>	Salon C

8:30 am - 10:00 am Technical Session C

19	Soup to Nuts: Affordable Tools for Building and Maintaining Labs <i>Jason Wagner, Rochester University</i> Software's Little Helpers: Managing Your Lab Areas <i>Doug Simpson, University of Oregon</i> Managing Open Access Labs: "MacGyver Principle" <i>Mark A. Adams, University of Houston</i>	Tech Talk	Salon A
20	Enterprise Resource Planning Implementation <i>Wayne Brown, Heald College</i> Campus Planning Portfolio: Using the PeopleSoft Portal <i>Andrew Stutzman, The College of New Jersey</i>	Management	Salon B
21	Organizationally Supporting Innovation in Technology-Enhanced Instruction and Research <i>Kenneth Janz, Susan Owen, Indiana State University</i> Managing Faculty Support: Expectations and Change in the Classroom <i>Shahra Meshkaty, Jack Pope, University of San Diego</i>	Working with Faculty	Salon D
22	Outsource This <i>Joelle Faulks, Colgate University</i> How Long Can We Keep Doing More With Less? <i>Christopher Jones, University of Oregon</i>	Customer Service	Salon E
23	Viruses, Updates and Security: Making the Campus Aware <i>Nancy P. Kutner, Rensselaer Polytechnic Institute</i> You Are the Key to Security: Establishing a Successful Security Awareness Program <i>Carrie McCoy, Rebecca Fowler, University of Missouri - Columbia</i>	Security and Networking	Laurel Rooms A-B

10:00 am - 10:30 am Morning Break - Coffee, Tea and Sweets

Concourse

10:30 am - Noon Technical Session D

25	An Open Source Print Management System that Works <i>Mark Ritschard, Louis Cainai, Colorado State University</i> Taming the Skyrocketing Printing Costs in Campus Computing Labs with Open Source Technology <i>Greg Pepper, Lorna Wong, University of Wisconsin - Whitewater</i> Paper Copy to Online--The Push to Get Our Employees to the 21st Century <i>Tammy Hohlt, Kristina Cunningham, University of Missouri - Columbia</i>	Tech Talk	Salon A
26	Mastering IT Change Management Step Two <i>Ken Dietel, Duke University</i> Project Juggling: The Evolution of a Process <i>Joy Hathaway, Fermi National Accelerator Laboratory</i>	Management	Salon B
27	Dancing with the Devil: Faculty Assessment Process <i>Luis O. Hernandez, Mahmoud Pegah, Ringling School of Art and Design</i> Course Evaluations Online <i>Paulette Robinson, Jason White, Chip Denman, University of Maryland</i>	Security and Networking	Salon D
28	Online Solutions: Looking to the Future of KnowledgeBase Management <i>Annie Saunders, Princeton University</i> The Comprehensive IT Help Desk: A Single Point of Contact <i>Regina Davis, Sylvia Maxwell, University of West Florida</i>	Customer Service	Salon E
29	Battle of the Bandwidth <i>Keiko Pitter, Kevin Kelly, Michael Quiner, Whitman College</i> The Frontline Battle Against P2P <i>Douglas Ennis, Divyangi Anchan, Mahmoud Pegah, Ringling School of Art and Design</i>	Security and Networking	Laurel Rooms A-B
30	Sleeping With Their Eyes Open: A Guide to Student Staff Training <i>Karen McRitchie, Grinnell College</i> Communities of Practice: Dare to Share the Knowledge <i>Debbie Mojta, Rutgers University</i>	Training and Development	Laurel Rooms C-D

Noon - 1:30 pm

Lunch on your own *(visit Little Italy or Fell's Point for local fare)*

1:30 pm - 3:00 pm

Technical Session E

31	Lessons Learned from the Novell and Groupwise Upgrade of the Summer of 2003 <i>Robert Barley, Yancy Phillips, Indiana State University</i> Thin-clients for Clusters: Working Ourselves Out of a Job? <i>David Blezard, University of New Hampshire</i>	Tech Talk	Salon A
32	Getting Rid of Registration at the LSE <i>Katherine Forbes-Pitt, London School of Economics</i> Outsourcing ResNet <i>Wendy Pearle, Elizabeth Rugg, Ithaca College</i>	Management	Salon B
33	Demand, Drag or Deal: Persuading Faculty to Transform Higher Education <i>Nancy J. Bauer, Rose-Hulman Institute of Technology</i> Making Technology Accessible for the Technophobe: Moving Social Workers into the 21st Century <i>Terris B. Wolff, University of Southern California</i>	Working with Faculty	Salon D
34	The Successes of Centralization <i>Claire Lassalle, Robyn Richard, Pennington Biomedical Research Center</i> Voluntary Centralization of User Support in a Decentralized Organization <i>Christopher Higgins, Ellen Borkowski, Eric Byrd, University of Maryland</i>	Customer Service	Salon E
35	Turning the Titanic: Changing a PIN to a Password <i>Diane Brotherson, Iowa state University</i> Why Can't I Do It Here? Using Students as Policy Enforcers <i>Kim Todd, Tabatha Verbick, Northwest Missouri State University</i>	Security and Networking	Laurel Rooms A-B
36	Leadership Essentials: Facilitation Skills for Improving Group Effectiveness <i>Don Paulsen, Iowa State University</i>	Training and Development	Laurel Rooms C-D

3:00 pm - 3:30 pm

Afternoon Break with Refreshments

Concourse

3:30 pm - 5:00 pm

Technical Session F

37	A Platform Independent Tool for Evaluating Performance of Computing Equipment for a Computer Laboratory <i>Takashi Yamanoue, Kagoshima University</i> A Holistic Approach to High-Performance Computing: Xgrid Experience <i>David Przybyla, Mahmoud Pegah, Ringling School of Art and Design</i>	Tech Talk	Salon A
38	Growing Your Own: Partnering with the City School District <i>Fran Versace, Rochester Institute of Technology</i> Building a University IT Community <i>Sarah Noell, Laura Grady, North Carolina State University</i>	Management	Salon B
39	Bringing Laptops to the Class <i>Brian Gardner, Drew University</i> Tablet PC: Blackboard to the Web <i>Steven Timmins, University of Delaware</i>	Working with Faculty	Salon D
40	Invert Your Training Program <i>Scott Harrigan, SUNY - Buffalo</i> Student Technology Consultant: They're Not Lab Monitors Anymore <i>Gretchen Schultes, Elizabeth Miller, Janet Simons, Jesse Thomas, Hamilton College</i>	Customer Service	Salon E
41	The Challenges and Successes of Implementing an Enterprise Patch Management Solution <i>Thomas Gerace, Jean Mouton, Tulane University</i> Blasting Back: Implementing a Network Action Plan <i>Kim Todd, Jon Rickman, Tabatha Verbick, Northwest Missouri State University</i>	Security and Networking	Laurel Rooms A-B
42	From Yellow Stickies to the World Wide Web: The Evolution of Problem Tracking at the University of Houston <i>Julia Kosata, Anita Bhakta, University of Houston</i> Searching for the Needle in the Haystack: Taxonomies, Tags and Targets <i>Michael Pelikan, Jim Leous, Richard Pearce, Peggy Smith, Russ Vaught, Pennsylvania State University</i>	Training and Development	Laurel Rooms C-D

Tuesday Evening

At Night

5:00 pm - 6:00 pm	Birds of a Feather (BOF) Sessions <i>(see the SIGUCCS bulletin board for topics and locations)</i>	
5:00 pm - 6:30 pm	Meet the Contributors <i>Meet the contributors who helped make the SIGUCCS '04 Conference possible</i>	Concourse
6:30 pm - 8:00 pm	SIGUCCS Fest - Casual Dinner and Activities	Salon A-B-C
8:00 pm - 11:00 pm	Games and Open Bar at the ESPN Zone Sports Arena <i>(ESPN Zone event sponsored by our Platinum Contributors, Dell Computer and McAfee, Inc.)</i>	ESPN Zone Sports Arena
9:00 pm - 11:00 pm	Ice Cream Social and Hospitality Suite <i>(Board Game Competition Continues)</i>	Salon B
9:00 pm - 11:00 pm	Movie Night	Salon D

Pre-Session

Wednesday Schedule

6:30 am - 7:30 am	Morning Activities	
Waterfront Run <i>(3-mile run; easy pace)</i>		Meet at the Help Desk
Start Your Day with Yoga <i>(beginners welcome; 20 mats available)</i>		Kent Room A

7:00 am - Noon	Administrative Facilities	
Help Desk		Concourse
E-Mail and Documentation Room		Essex Room

7:00 am - 8:30 am	Breakfast	
Hot Breakfast Buffet - all attendees welcome		Concourse

Sessions

Wednesday Morning

8:30 am - 10:00 am	Technical Session G		
44	Looking Beyond Technology <i>Frank Connolly, American University</i>	Management	Salon B
	Steering a Ship in the Navy: IT Strategic Planning <i>Robert A. Jefferis, Joseph T. Mansour, Case Western Reserve University</i>		
45	Walking the Tightrope of Faculty Support <i>Kelly Wainwright, Bruce Arnold, Clark College, George Fox University</i>	Working with Faculty	Salon D
46	OSU Helpdesk: A Cost-Effective Helpdesk Solution for Everyone <i>Chris Sinnett, Tammy Barr, Oregon State University</i>	Customer Service	Salon E
	A Case Study: Implementing Support-Work Professional <i>Betsy Black, E. Axel Larsson, Drew University</i>		
48	Building a Technology Classroom: Lessons Learned in a Small Liberal Arts College <i>Jodi Millin, Alla Meleshevich, Allegheny College</i>	Training and Development	Laurel Rooms C-D
	Empowering Staff: Creation of a Staff Technology Center <i>John Saul, Drew University</i>		

10:00 am - 10:30 am	Morning Break - Coffee, Tea and Sweets	Concourse
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10:30 am - Noon	Closing Keynote Speaker	
	Leonardo's Laptop: Building Creativity into Education <i>Ben Shneiderman, University of Maryland</i>	Salon C

At Night

Wednesday Evening

9:00 pm - 11:00 pm	Hospitality Suite	Essex Room A
<i>(If you're still in town enjoying the sights, come in and say good-bye to your SIGUCCS friends)</i>		