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**PRE-CONFERENCE WORKSHOPS WILL BE HELD ON  
SUNDAY, OCTOBER 19, 2008.**

# Helping you achieve your goals...

Hello from the Midwest!

It is the mission of SIGUCCS to foster professional development for those in higher education IT services. At each of the yearly conferences, opportunities are provided that help fulfill this mission. I would like to take a moment to personally invite you or your staff to attend one of the Pre-Conference Workshops that are scheduled for the Fall SIGUCCS conference in Portland, Oregon. We have some interesting sessions on a variety of topics. So often, when I register for conferences, I don't take time in advance to research the pre-conference workshop content and I just select one or two at the time of registration that "sound good." This year I wanted to provide you an opportunity to have some information about the workshops in advance so that you can decide which sessions are most beneficial to you professionally or personally. Here is what we have this year:

- Have you wanted to present a paper at a conference like SIGUCCS, but really didn't know what to do or where to begin? I think there is a statistic that humans fear public speaking more than death. Creating and delivering a good presentation is a great skill to master and also can be very rewarding, especially if you get your abstracts in and want to submit a paper for the next SIGUCCS conference. (Hint) Jayne Ashworth, from University of Virginia is going to be your guide through the dense trails of creating and delivering presentations.
- John Bucher, from Oberlin College is bringing back a popular workshop to explore your career in IT User Services. John is a wonderful mentor and has years of experience to show you how leadership, management and service are all part of a successful career in IT.
- Student staff training for the helpdesk is always a popular topic with SIGUCCS members. Jerry Martin from The University of Ohio will trek into this plateau and give you some guidance on those help desk student workers.
- It is that time again...Microsoft has released the newest version of something! This time, it is our old pal "Microsoft Office." Come and join Lorna Olsen, from North Dakota State University as she gives you some tools to train your campus in the new programs...this is a hands-on session!



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# Morning

## Workshops

### Proposing, Preparing, Practicing and Presenting Practically Perfect Presentations

**Jayne Ashworth, University of Virginia**

A Stanford University study revealed a person's success in life can be predicted by the way he or she answers the question "Are you willing to get up and make a presentation right now?" At one time or another we all have to deliver a presentation to an audience and if you haven't—you should!

Are you a techie needing to teach other ITS staff detailed information about how a service operates? A User Support person doing one-on-one tutorials, hands-on classes and demonstrations to your user community? Have you ever wanted to present a paper at a conference, like SIGUCCS? This workshop will help you learn some simple steps to take your topic from inception to delivery so that you can enjoy all the steps that will culminate in an interesting, informative and practically perfect presentation.

### You and Your User Services Career

**John Bucher, Oberlin College**

In order to be a highly-effective IT professional in higher education, it is essential that one have managerial abilities, leadership skills, and a prominent service ethic. All three of these factors are necessary to shape the kind of IT environments that are required by today's higher education institutions. This workshop will cover the elements of good management, leadership and service, and will provide tools

and examples for sharpening these factors. The session will be useful to anyone who is already in an IT administrative role or who aspires to be in such a position. The workshop will highlight:

- the importance of professional excellence in today's IT
- why leadership, service and management are critical
- important elements of management; where management and leadership differ
- the emotionally intelligent IT leader
- the critical elements of customer service
- dealing with institutional culture and politics
- Factors that shape a career in higher education IT

### Training Students for the Helpdesk

**Jerry Martin, The Ohio State University**

This workshop will focus on the hiring process, training, competency testing, and retention of students hired to work in a help desk environment. It is critical to hire students with the right skill set. In our highly competitive environment, this is not something that is easy to do. Once trained, students are in a position of being even more in demand by others, and retention becomes a critical issue. The techniques discussed are general enough they can be used by both small and large help desk operations. This session will be highly interactive, as well as fun! You will receive handouts with interview questions, training schedules, and lots of practical skills you can take home and implement or modify to meet your specific needs.

### Office 2007: Make It Easy On Your Users (and Yourself)

**Lorna Olsen, North Dakota State University**

Are you getting ready for an Office 2007 upgrade on your campus and feeling somewhat "overwhelmed?" Has your campus already upgraded and you're struggling to help users cope with the changes?

This workshop will share many of the lessons Information Technology Services learned throughout their own upgrade process, and provide you with suggestions aimed at easing the transition. You'll also receive several resources developed at NDSU to help users cope with the changes and deal with compatibility issues.

Come and "play" with the core Office 2007 applications (Access, Excel, Outlook, PowerPoint and Word) in a hands-on environment. (You are welcome to bring your own laptop with Office 2007 installed to use during the session instead of using our systems.) Learn about the top new features in each application that make this a beneficial upgrade and discover several shortcuts to make the new "Fluent" interface more "user-friendly." We will discuss and share resources to help you market Office 2007 to your campus community so that the transition is smooth for your users and most of all, yourself!



# Afternoon

## Workshops

### Contentious Copyright— its Culture, Law and Politics

**Tracey Mitrano,  
Cornell University**

Copyright remains one of the most contentious and important economic, social and political issues of our day and higher education, with both producers and consumers of copyrights, trademarks and patents, stands at a center point in the crossroads of those issues between users and content owners in the Internet Age. In this session we will discuss the culture, law and politics of copyright generally and its application to higher education in particular, especially in light of both the impact on students who grow up with peer to peer exchange of media as well as the academic uses of educational materials in e-Reserves and course management systems.

### Web 2.0: Social Software Foundations and Implications

**Kevin Guidry,  
Indiana University**

Technologies and tools built to both overcome and take advantage of properties of mediated communications are broadly classified as "Web 2.0." These technologies and tools have changed how we use and what we expect from the Web. Whether driven by user demand, aspirations for efficiency, or a desire to experiment and innovate, IT support professionals

and organizations in higher education are integrating the technologies, capabilities, and mindset of Web 2.0. This workshop will explore the historical and technological foundations of Web 2.0 to help attendees integrate them into the framework of higher education IT support. Practical examples will be demonstrated and discussed and a specific emphasis will be placed on social networking services (Facebook, MySpace, LinkedIn, etc.) throughout this workshop.

### Split Personality: Deploying the Dual-Boot OS X Lab

**David Houston, University of  
Vermont**

With the availability of Intel in Apple computers, we can be very innovative with our deployment of macs on campus; one lab can have both a Mac and Windows environment. This "hands-on" workshop is for those IT technicians wishing to learn how to deploy a computer lab of dual boot Macintosh computers.

Participants will learn the steps needed to configure a "master machine" for OS X and Windows Vista, and will build and use the toolkit needed to image a lab full of these systems. Upon completion you will have the skills needed, to deploy a Dual boot Macintosh Lab on your campus and troubleshoot both the OSX and Windows images.

### Being the Boss, It Is Not a 4-letter Word!

**Karen McRitchie,  
Grinnell College**

So, is it 7 habits, 4 steps, a 6 step model, 10 lenses, or 3 easy payments to being a great manager? It is never that easy! You may not realize that micromanaging a GenX staff member doesn't work well, or you may empower your staff to the point that you undermanage them. When all is said and done, someone still needs to be the boss! You are the guide, mentor, facilitator, therapist, creative director, and maybe even the entire cheerleading squad for your team. In the end, however, you are the one accountable for the daily operations and success of projects.

Being a boss can be challenging. There is the "big talk" that you may have with staff or figuring out if a team member "meets expectations." Do you have productive meetings? Are you holding your team members accountable? Do you just want everyone to like you and get along? There are the times when you have to be a leader and other times sit back and see what your team can do—do you know the difference? Many people get to be a boss, yet have had no training or practice, others think they don't need training and fall into one of the many stereotypes of the bad boss. One of the main reasons for employee turnover is a bad relationship with their boss. Let's spend some time exploring skills and tools for being a great boss, whether you are new to the role or just need to energize your boss skills!



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- Tracey Mitrano, from Cornell University will be climbing that mountain of copyright culture, law and politics. She is an expert when it comes to getting up those slippery slopes.
- We all have heard the term “Web 2.0”, but what does that mean? You can go to Facebook, check someone’s blog, IM or Text and check the wiki. By the way, what is my BFF? Kevin Guidry from Indiana University will put on his gear and get you through this storm of inclement social computing.
- David Houston, from the University of Vermont, will be facilitating our other hands on session. He will take you through the split personalities of the dual boot Mac OS X systems and show you how to set up a dual boot lab and troubleshoot both personalities. He is not a psychiatrist, but can give you the technical details to make the two work together.
- And finally...I always have hated the term “boss.” It has such a negative connotation and yet, that is who we are...a boss. Whether you are new to being a boss, just need to get some new ideas or correct some awful micromanaging habit, come and spend the afternoon with me, yes Karen McRitchie, from Grinnell College and get your resource toolbox filled with ideas to “boss” around your staff.



Our goal this year is for the professional development workshops to give you new skills or ignite old ones. Often we don't take the time to re-energize, and the SIGUCCS conferences give us that opportunity. By participating in a workshop, you will have a great learning experience away from the disruptions of your office, along with a chance to share ideas with your colleagues. Even though the topic may be familiar, sometimes we all need a boost to get us thinking creatively again.

If you have questions about any of the workshops, please email me [mcritchi@grinnell.edu]. Have a great summer and see you in Portland!

Karen McRitchie  
Tutorial Chair  
SIGUCCS



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