

# Resources for IT Communication

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## IT Communication Constituent Group

<http://www.educause.edu/ITCommunicationsConstituentGroup/15123>

Includes links to wiki with job titles, crisis communication plans, other resources

## Articles

EDUCAUSE Review article, Good Communication: The Other Social Network for Successful IT Organizations: <http://tinyurl.com/y8pqehh>

## Survey resources

- National Survey of Student Engagement: <http://nsse.iub.edu/>
- Higher Education Research Institute: <http://www.heri.ucla.edu/>
- TechQual – Project for assessing service quality for technology organizations in higher education: <http://www.techqual.org/>  
Survey and other data from Washington and Lee: <http://www.wlu.edu/x20924.xml>

## Notable quote:

Param Bedi, CIO, Bucknell University

"(The most exciting and challenging part of my job is) being multilingual, I was not referring to the different languages I can speak, but to the way I need to relate to faculty, students and staff on campus. They all use technology and library services in different ways and for different reasons. As the CIO, I need to find common ground for delivering technology and library services to the campus constituents."

## **Communication-related job titles in IT**

- Baylor University (Carl Flynn) Director of Marketing & Communications for Information Technology and University Libraries
- Massachusetts Institute of Technology (Christine Fitzgerald) - Manager for Strategic Communications for Information Services and Technology
- Miami University (Cathy McVey) - Director of Strategic Communications & Planning
- Mississippi State University (Amy H. Berryhill) - Lead IT Consultant
- Penn State University (Robin Anderson) - Director of Customer Communications
- Purdue University (Jennifer Knapp) - Manager of Communications
- Rice University (Carlyn Chatfield) - Manager, IT Technical Communications
- Trinity University (Jacqueline Bueche) - Communications Coordinator for Information Technology
- Washington & Lee University (Jeff Overholtzer) - Director of Strategic Planning and Communication, ITS
- Wellesley College (Veronica Brandstrater) - Director, Planning & Communication, Information Services
- University at Albany, SUNY (Lisa Trubitt) - Assistant CIO for Policy & Communications
- University for the Arts, Philadelphia (Rachel Kantra) - Assistant to the CIO for Communications & Planning
- University of Colorado at Boulder (Greg Stauffer) PR & Communications Manager, ITS
- University of Illinois at Urbana-Champaign - Manager of Strategic Communications
- University of Montana (Gordy Pace) - Director of IT Communications
- University of Notre Dame (Lenette Votava) - Organizational Communications Analyst, Office of Information Technologies
- University of North Florida (Alison Cruess) IT Client Relations, Information Technology Services
- University of Oklahoma (Nicholas Key) - Creative IT Ambassador
- University of Rochester (Samantha Singhal) - Assistant Director, IT Communications & Planning
- University of Southern California (Kevin Durkin) - Director of Communications & Marketing
- University of Texas at El Paso (Melanie Thomas) - Customer Relations Manager
- Yale University (Jane Livingston) - Associate Director of Communications for IT