SIGUCCS’ mission is to foster the professional development of practitioners involved in the support, delivery, management, and leadership of information technology services in higher education. This is pursued through providing forums for interaction and sharing knowledge and experiences, professional development opportunities, and recognition for leaders who contribute in the field.

Awards

*Penny Crane Award for Distinguished Service*

The Penny Crane Award for Distinguished Service was first awarded in 2000 and recognizes an individual’s significant and/or multiple contributions to SIGUCCS, the IT profession, and higher education over an extended period of time. The 2018 recipient was Nancy Bauer.

*SIGUCCS Hall of Fame*

The Hall of Fame awards were first awarded in 2000. They recognize nominated individuals who have contributed their time and energies to benefit SIGUCCS. The 2018 recipients were: Miranda Carney-Morris, Lewis & Clark College, Trevor Murphy, Williams College, Mo Nishiyama, Oregon Health & Science University (OHSU), and Gail Rankin, Salem State University.

*Communication Awards*

The Communication Awards are an annual competition where the winners are invited to participate in the annual conference as poster presenters. A full description of categories can be found at [http://siguccs.hosting.acm.org/wp/?page_id=406](http://siguccs.hosting.acm.org/wp/?page_id=406)

- Category 1 – Computing Services Public / Mobile Website
  - Best of Category: Alberta, Chief Information Security Officer Website (CISO)
- Category 2 – Computing Newsletter
  - Best of Category: St. Edward’s University, Faculty Door Hangers
- Category 3a – Printed How-To Guides
  - Best of Category: Metropolitan State University of Denver, Student & Faculty/Staff Technology Road Map
- Category 3b – Electronic How-to Guides
Proceedings

There were 40 papers submitted in the proceedings of the 2018 ACM Annual Conference on SIGUCCS. At the annual conference, presentations were also provided by industry leaders and panels. Significant topics included: Infrastructure and Strategic Planning, Instructional Technology, Lab Management and Desktop Support, Leadership and Career Development, Service Management, and Training, Documentation, and Engagement. The full citation in the ACM Digital Library can be found at: https://dl.acm.org/citation.cfm?id=3235715
Mentoring Program

The Mentoring Program kicked off its 7th annual cohort in December 2018. SIGUCCS is committed to developing IT Service and Support professionals. We started the mentoring program in 2012 to pair service professionals together for 1 year to learn and grow. An advisory team administers the program and provides support for mentor pairs. We pair professionals with individuals who work at similar institutions in similar jobs or who have similar development interests. The expectation is that mentors and mentees communicate once a month about professional development topics. This program runs from January through October.

There are 47 participants this year. At the end of the program, mentors and mentees celebrate at a networking event during the annual conference.

Pre-Conference Seminars

Pre-conference seminars provide an opportunity to explore topics in-depth and learn and share with colleagues around the world. At SIGUCCS 2018, we offered 2 traditional seminars. We also offered a tour/workshop offered by Disney that went behind the scenes of their operations. We had to cancel 1 seminar due to low registrations. We had a much more even registration spread across the two traditional seminars as compared to 2017, when the leadership one dominated the numbers.

A total of 50 people attended the 3 seminars. This represents roughly 25% of the total conference attendees. This number is consistent with 2017.

- Disney Business Behind the Magic - 22 attendees (with 4 additional on a waitlist)
- Project Management for Non-Project Managers (Elizabeth Young, Lewis and Clark University) - 13 attendees
- Reaching for the Stars: Becoming and Inspirational Leader (Beth Rugg, University of North Carolina, Charlotte, and Joan Cheverie, EDUCAUSE) - 15 attendees

Webinars

SIGUCCS offered nine webinars on a variety of topics. These webinars are available to the public as an opportunity to share information about SIGUCCS. Popular or timely topics from the conference are selected as topics for webinars. Past webinars are available on our web page, and we have content dating back to 2010.

The SIGUCCS Marketing Committee also created a brief presentation for the start of each webinar that introduces SIGUCCS and shares announcements about the annual conference, awards programs, and other SIG activities. Each webinar is recorded and
made available on our YouTube Channel. ([https://www.youtube.com/user/SIGUCCSVideos](https://www.youtube.com/user/SIGUCCSVideos))

- Developing a Culture of Care
- What Cats Teach Us About Excellent Customer Service
- Revitalizing Student Worker Training
- Small Carrots, No Sticks: Engaging Campus Business Partners in the Design and Deployment of New Enterprise Services in a Decentralized Campus Environment
- Trading Places: An Exchange of (Human) Resources
- The “I” in Team: How developing individual strength builds a great team
- Collaborating with Digital Natives on Digital Citizenship
- SIGUCCS 2018 Conference Newcomers Webinar
- How to Create an Effective Poster for Presentation at the Poster Session

**Book Club**

A handful of active SIGUCCS members started to read together a new book each month. Participation has ranged from 4-12 people each month, and the books are discussed in Slack and in online hangout. The book club is open to anyone, and we are hoping to encourage more people from the community to participate. Books read so far in 2019 are:

- **Daring Greatly**, Brené Brown
- **Atomic Habits**, James Clear
- **Getting Things Done**, David Allen
- **EQ Applied**, Justin Bariso
- **The Phoenix Project**, Gene Kim
- **QBQ! : the question behind the question**, John Miller

**Broadening Participation**

**Conference Attendance Grants**

The purpose of the SIGUCCS Conference Attendance Grant program is to provide partial support for individuals in institutions of higher education to participate in the annual SIGUCCS Conference. This support is funded by SIGUCCS and consists of a full registration to the Annual Conference; hotel room accommodations; and registration for one half-day pre-conference seminar. The Fall 2018 recipients were: **Patricia Carpenter**, Harvey Mudd College, **Jennifer Houston**, Earlham College, and **Rouben Tchakmakhtchian**, University of Toronto.
**Communication Efforts and Online Communities**

The Marketing Committee coordinates our communication schedule to ensure that we send a message to the community every weekday. The messages come from a variety of Committees: the Executive Committee, our annual conference, marketing, awards selection, and professional development. We focus on two primary communications channels: the SIGUCCS-L email list and Facebook. We also do some minor communications on Twitter through automatic announcements of our newsletter articles and conference content announcements and monthly recaps on LinkedIn.

**SIGUCCS Webinars YouTube Channel**

We have continued to upload our monthly webinars to YouTube, and organize them into a playlist. We also let the community know when the video is available.

**Slack**

SIGUCCS is utilizing Slack to facilitate communications among SIGUCCS colleagues. Our SIGUCCS Slack domain is: siguccs.slack.com There are several channels established in our domain – #general, #conference, #productivity, and #academictechnology. A group of SIGUCCS colleagues also participate in a monthly #book-club chat, and one of our members posts a question in the #weeklychallenge channel.

---

**Key Issues in the next 2-3 years**

**Tracking volunteers**

SIGUCCS continues to seek a solution to tracking our members’ contributions to the community. This becomes most necessary when we nominate individuals for awards and have to search through multiple locations for their contributions. It is also needed to identify future conference and executive committee volunteers.

**Outreach beyond existing member list**

Outreach and increasing our community continues to be a priority for SIGUCCS. We are continuing to focus on frequent communication about our activities and offering compelling webinars. We hope to expand our online communities by sharing unique content in order to assist in finding volunteers and attendees that live near future conference locations.
Identifying volunteers for leadership positions

SIGUCCS struggles to fill conference leadership positions in light of travel support issues from colleges. Volunteers cannot guarantee that they will be able to attend our annual conference 2-3 years in a row to participate on a core leadership committee. We are also concerned about identifying members willing to run for Executive Committee positions in 2020.