Mission: SIGUCCS (Special Interest Group for University and College Computing Services) focuses on issues surrounding the support, delivery and management of information technology services in higher education. These include, but are not limited to: network management, technology systems support, end user services (including training, documentation, consulting), operations, administrative and academic programming services, database management, curricular support, audio-visual services, and educational technology issues. Our primary goal is to provide a forum for the professional development of members through the annual conference, online forums, webinars, publications, and other services.

SIGUCCS has been an “association of professionals who support and manage the diverse aspects of information technology services in higher education institutions” (SIGUCCS Bylaws, Article 1) for over 50 years. For the past 40+ years SIGUCCS has held at least one conference annually. This was the final year for the Executive Committee members of: Mat Felthousen (Chair), Melissa Bauer (Vice Chair/Conference Liaison), Beth Rugg (Secretary) Allan Chen (Treasurer), Laurie Fox (Information Director) and Kelly Wainwright (Past Chair). Beth Rugg also served as the Professional Development Coordinator. Lisa Brown was appointed as the Communications Awards Chair. The Chair of the Marketing Committee remained incorporated into the Information Director role, and was held by Laurie Fox. Other volunteers, too numerous to name here, individually contribute their energy and ideas to the organization through their service on Conference and Program committees, on the Awards Committee, on the Membership and Marketing Committees, the Mentor/Mentee program, delivering webinars and as judges for the Communication Awards. Many of these individuals are listed in appropriate pages on the SIGUCCS website (http://www.siguccs.org).

Professional Development
SIGUCCS’ is committed to the professional development of its members. Professional development is accomplished in several ways: through the annual conference, semi-monthly webinars and our unique mentoring program.

During the annual conference, in addition to the many learning opportunities during the conference, we offered three “deeper dive” pre-conference workshops focused on leadership development and management. 40 people signed up for these workshops, 21% of overall conference attendance. Since many of our attendees are new to SIGUCCS, the conference and their careers, these workshops provided an opportunity not typically available to front-line staff. For mid-career and senior leaders, these workshops provided small, intimate opportunities for learning and sharing with colleagues across the nation.

We continued to offer our semi-monthly webinars with great success. Between September 2016 and June 2017, we offered 7 webinars on a variety of technical, management and leadership topics. Since we are an all-volunteer community, we identify well reviewed conference presentations, and working with the presenter, deliver the content as a webinar. This approach minimizes the management of the program and the content development time of the presenters. It also gives national exposure to presenters, an experience highly regarded and valued by the individuals and their supervisors.

We have developed a very successful mentoring program that pairs mentors and mentees together for 9 months. Our 4th cohort (approximately 36 people) successfully completed the program. An advisory team oversaw this experience and provided support for the “teams” demonstrating the exceptional commitment of our members to this organization. Very few organizations have been able to put together successful programs like ours. We know it is successful because of the high graduation rate and individual feedback.
Awards and Grants (http://www.siguccs.org/awards.shtml)
The SIGUCCS Awards Programs have been in place for nearly two decades. On January 1, 2017, Bob Haring-Smith became Chair of the SIGUCCS Awards Selection Committee and Greg Hanek remained Past Chair. Parrish Nnambi stepped down from the committee prior to the normal conclusion of his term, meaning we did not follow the typical rotation of the committee’s membership as described at http://www.siguccs.org/awards_committee.shtml. Two new members, Jacquelinn Gaines and Jim Yucha, replaced Parrish Nnambi, and Leila Shahbender who completed her service to the committee at the end of 2016.

Penny Crane Award for Distinguished Service (http://www.siguccs.org/phil-isensee.shtml): 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/or higher education over an extended period of time. Phil Isensee was the recipient for 2016.

Hall of Fame (http://www.siguccs.org/halloffame2016.shtml) The Hall of Fame awards were first awarded in 2000, and recognize nominated individuals who have contributed their time and energies to benefit SIGUCCS. Debbie Fisher, retired from The Citadel, Naomi Fujimura, Kyushu University, emeritus, and Takashi Yamanoue, Fukuyama University won for 2016.

Conference attendance grants (http://www.siguccs.org/grants.shtml): The SIGUCCS Grant Program has been in place since the Fall 2008 conference, and provides partial support annually for individuals at institutions of higher education to participate in the SIGUCCS Conference. The three awardees of this grant for the SIGUCCS 2016 Annual Conference were:
- Robert Morris, Mount Mary University
- Theresa Duhart, Highline Community College
- Rebekah Cowin, Washington University in St. Louis

Communications Awards: We have held the Communications Awards competition since 1996, in conjunction with our Conference. A description of these awards and the 2016 winners can be found at: https://siguccs.hosting.acm.org/Conference/2016/index.php/awards/. The SIGUCCS Communication Awards had 102 entries in 2016. 18 awards were presented for a rate of 18%. The same categories as last year were offered. And each category had enough entries to allow for judging this year.

14 of the awards were “Best of Category”. Only 4 “Awards of Excellence” were given. “Awards of Excellence” can be given in categories were there are sufficient entries to warrant additional outstanding contributions in that field.

Awards for “Best of Category” were presented to University of Colorado – Boulder (2), Bucknell University, University of Michigan (2), James Madison University, The George Washington University, University of Cape Town, University of Arkansas, Texas A&M (2), University of Notre Dame, Washington University in St. Louis, and New York University, Steinhardt School of Culture, Education, and Human Development.

“Awards of Excellence” went to University of Michigan (2) and University of Massachusetts, Amherst (2).

“Best of Category” and “Award of Excellence” winners were offered the opportunity to present their entries at the poster session. Many of this year’s awards winners were able to attend and present, including University of Colorado – Boulder, Texas A&M, New York University, Steinhardt School of Culture, Education, and Human Development, Washington University in St. Louis, University of Arkansas, University of Michigan, and The George Washington University.

All winners were acknowledged and certificates presented during the General Session on Tuesday at this year’s conference. This session was immediately prior to the poster session. Pictures of all winners were also taken with their awards following the general session. All winners were invited to the Awards reception that evening.

Conferences
The SIGUCCS 2016 Annual Conference http://siguccs.hosting.acm.org/Conference/2016/ was the first ever combined
Management Symposium and Service and Support Conference. The Embassy Suites in Denver, CO was the host for this event, held November 6-9 and attended by 209 attendees along with several guests and exhibitors. The theme was “Choose Your Adventure” and attendees were encouraged to plan an adventure in one of the 4 “treks,” (1) Professional Development & Career Advancement, (2) Service Development & Management, (3) Teaching & Learning with Technology, and (4) Training, Documentation & Communication. The Opening Plenary Speaker was David Rendall, author of 3 books, including Freak Factor. His topic was Dead Leaders: Lessons from the Lives and Violent Deaths of the World’s Most Influential People.* The Closing Plenary Speaker was Manley Feinberg, an author, musician and outdoor adventure photographer, as well as a mountain climber who has had adventures in 25 countries. The conference committee eliminated the gala event this year and opted instead for several networking opportunities throughout the conference, many hosted by our corporate contributors. Preparations are underway for the 2017 conference to be held in Seattle, WA, October 1 – 4. The theme for the conference is Connect!Discover to encourage attendees to network with colleagues from different institutions, as well as attend sessions and workshops that directly relate to their professional responsibilities. Planning has begun for the 2018 conference, to be held in Orlando, FL at Disney’s Coronado Springs Resort October 7-10, 2018. The core committee has been selected, and the site visit is expected to be held in August or October.

SIGUCCS Marketing
The Marketing Committee exists to advance the SIGUCCS organization. This includes: assisting conference committees in promotion activities, assisting in the promotion of programming, such as webinars, and developing and advancing the SIGUCCS brand. The committee’s responsibilities also include oversight and coordination of communications sent to the website, social media, newsletter, and mailing lists.

Our social network communities continue to be active:
Twitter: (http://twitter.com/siguccs) 314 followers
Facebook Page: (http://facebook.com/siguccs) 149 page likes
Facebook Group: (https://www.facebook.com/groups/siguccsfolks/) 242 members
LinkedIn: (https://www.linkedin.com/grp/home?gid=1675517) 5,490 members
Slack: (https://siguccs.slack.com/, logon required) 189 members
The newsletter is available at http://www.siguccs.org/wp/

Beginning in the spring of 2016 the Executive Committee decided to retain the services of a marketing firm to help us with promoting SIGUCCS as a whole, and the annual conference in particular. The firm Allison & Lejano was chosen through an RFP process, and they engaged with our community in several ways, including individual interviews and attending our conference. The firm worked closely with the 2016 conference committee to adjust the marketing strategies and help establish a clear identity for the conference. At the conclusion of their work the firm provided SIGUCCS with a report outlining several areas for the 2017-2020 Executive Committee to consider for implementation.

Election
SIGUCCS held an election this spring for the 2017-2020 term of the Executive Committee. The winners were Laurie Fox (Chair), Dan Herrick, Kristen Dietiker, Lisa Brown, and Chris King. Appointed positions are established after the term begins.

Issues
SIGUCCS is continually evaluating whether we are meeting the needs of our constituency. With the drop in attendance at our conferences starting in 2009 after the economic
downturn, we continue to explore ways to reach IT organizations in more than 4500 institutions of higher education. The Executive Committee has endeavored to make SIGUCCS a yearlong experience, with frequent webinars, the yearlong mentor/mentee program, and expanding use of communications through social media. The recommendations from the Allison & Lejano marketing report will be carefully considered and implemented with the goal of increasing participation overall.