



SIGUCCS 2012

MEMPHIS, TN

Management Symposium
Oct 14-17, 2012

Service & Support Conference
Oct 17-19, 2012



Get Ready for SIGUCCS

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Goals of this Webinar

- ✦ Familiarize you with SIGUCCS Lingo
- ✦ Help you prepare for the conference
 - ✦ Tips for getting the most out of the conference
 - ✦ What to do outside of the technical presentations
 - ✦ What to pack
- ✦ Inform you of volunteer opportunities
- ✦ Answer your questions about the conference

SIGUCCS Lingo

- ✦ SIG = Special Interest Group of the Association for Computing Machinery (ACM)
- ✦ UCCS = University and College Computing Services
- ✦ BOF = Birds of a Feather
- ✦ First Timer: first time attendee to a SIGUCCS conference
- ✦ Sponsor: vendors who will be marketing product during the conference and have provided support in some way

Conference Facts & Figures

- ✦ Typical Conference Size – 250+ attendees
- ✦ First time attendees – ~30%
- ✦ Attendees from 150+ colleges and universities
- ✦ International attendees
- ✦ Representatives from all aspects of User Services – front line staff to management



Who's Who

- ✦ SIGUCCS Executive Committee (“The Board”)
- ✦ Conference Committee
- ✦ Volunteers = YOU!



Management Sessions

- ✦ Issues related to management and leadership
- ✦ Facilitated discussion format
- ✦ Abstracts available online
- ✦ Tracks
 - ✦ leadership / management
 - ✦ planning and policies
 - ✦ technical innovation



Service & Support Sessions

Five Tracks

- ✦ Customer Support
- ✦ Documentation and Training
- ✦ Instructional
- ✦ Management
- ✦ Technology

Session Formats

- ✦ Focus on technical skills and end user support services
- ✦ Colleagues write an abstract and paper
- ✦ Include the good, the bad, and the lessons learned
- ✦ 60 minute sessions with opportunities for questions
- ✦ DiscussIT sessions are facilitated discussions in each track ideal for collaborative opportunities

Birds of a Feather (BOFs)

- ✦ Tuesday & Wednesday after technical sessions end
- ✦ Meet people interested in the same topics as you
- ✦ Sign-ups in the Registration area – create your own!



SIGUCCS Awards

- ✦ Penny Crane Award for Distinguished Service
- ✦ Hall of Fame Awards (HOF)
- ✦ Communication Awards
 - ✦ Best of Category
 - ✦ Award of Excellence
 - ✦ Poster Session Presentation



<http://www.siguccs.org/awards/>

Poster Session

- ✦ Solutions and Projects
- ✦ Communication Award Winners
- ✦ SIGUCCS 2013 Committee
- ✦ Conference Sponsors



Networking

- ✦ Making contacts and networking is part of why to attend SIGUCCS
- ✦ Don't feel bad about skipping a technical session to talk with a new friend about an issue you have in common
- ✦ First Timers Session
- ✦ Early birds – meet new people at breakfast
- ✦ Night owls – hang out in the Hospitality Suite
- ✦ Put away the technology that gets you away from face to face contact!
- ✦ Volunteer- a great way to make new friends!
- ✦ Approach people, socialize, and have fun!

Orientations & Events

✦ Sunday

- ✦ Opening Reception (6 pm – 7 pm)

✦ Tuesday

✦ Orientation Sessions

- ✦ First Timers (5 PM – 6 PM)
- ✦ Session Chairs (6 PM - 6:30 PM)
- ✦ Volunteers (6:30 PM – 7 PM)
- ✦ Reception (7 PM – 9 PM)

✦ Wednesday

- ✦ Service & Support Luncheon (12 PM – 1:30 PM)

✦ Thursday

- ✦ Gala Event, Peabody Rooftop (7 PM – 9 PM)

Hospitality Suite

Every night! 9 pm ~ Midnight

✦ Snacks

✦ Visit with old and new friends



✦ Board games

✦ Surprises every night!

Special Dietary Needs

- ✦ Breakfasts
 - ✦ Continental
- ✦ Luncheons
- ✦ Gala Event



If have specific dietary needs that you did not mention on the registration form, please let your server know.

Explore Memphis

- ✦ Lunch/Dinner on the town
 - ✦ Memphis style barbeque!
- ✦ Explore the local area
 - ✦ Beale Street
 - ✦ Memphis Rock N Soul Museum
 - ✦ Gibson Guitar Factory
 - ✦ National Civil Rights Museum
 - ✦ Sun Studio
 - ✦ Orpheum Theatre



What to Pack

Dress for Comfort

“Business Casual”

Memphis Weather

Ave. high: 75° F

Ave. low: 52° F

Business Cards

College t-shirt/sweatshirt

Computer / Mobile Device

Motivation to have a good time!



Manage your conference activities with online tools

SIGUCCS 2012 is offering two new online tools to help you organize your conference activities:

- ✦ Event Board is a free mobile conference app that has many features for keeping up with what's going on at SIGUCCS.
 - ✦ Visit http://www.eventboardmobile.com/download_web.html or simply search your mobile store for "EventBoard" to download.
- ✦ Google Calendars have been set up that will collectively deliver the entire SIGUCCS conference schedule
 - ✦ Visit <http://www.siguccs.org/Conference/2012/index.html> for links to the calendar

Stay tuned with the Conference



- ✦ Facebook & Twitter
 - ✦ @SIGUCCS
 - ✦ #SIGUCCS12
- ✦ Flickr
 - ✦ tag your photos with *siguccs*
- ✦ Foursquare
- ✦ LinkedIn
- ✦ ACM SIGUCCS

You can help!

Volunteer to:

- ✦ Review papers
- ✦ Stuff goodie bags
- ✦ Work at the conference help and registration desk
- ✦ Serve as session chair at conference
- ✦ Setup / Cleanup before/after conference



*Visit : <http://www.siguccs.org/Conference/2012/volunteering.html>
and fill out the volunteer form*

Thank you for taking the time to
join us!



See You In Memphis!!!