Keynote Speakers

Annie Studden

The conference will open with a plenary keynote address by long-time SIGUCCS member, Annie ("Annie") Studden, Chief Information Officer and Director of the Division of Information Technology (DIT) at the University of Wisconsin-Madison. Annie is also a member of the Board of Trustees of the University of Wisconsin with a major commitment to transformational change of the teaching and learning environment through the use of technology.

From 1996 to 2000, Annie was Director of Academic Technology at Cornell University. At Cornell, Annie led a 70-person organization (and 200 student staff) in the provision of technology support for faculty and students in their teaching and learning efforts, as well as support for the campus community in doing their day-to-day work using technology tools.

Annie’s long-time ties with SIGUCCS have included being deputy program chair and program chair for the SIGUCCS Management Symposium. She has also served as a program track leader and a member of the program planning committee for the Seminars on Academic Computing, an EDUCOASE affiliated program.

Annie believes she has been "grandmothered" in the field of technology, having started out as an operating systems and compiler developer in 1959. She brings perspective, vision and enthusiasm to her presentation. Conference participants will quickly understand why her staff has nicknamed "her the Bond CIO."

Ben Shneiderman

Leonardo’s Laptop: Human Needs and the New Computing Technologies

Ben is a Fellow of the ACM and the American Association for the Advancement of Science. He has been the recipient of numerous awards, including the ACM CHI (Computer Human Interaction) Lifetime Achievement Award in 2001 and the 2001 ACM SIGCAS "Making a Difference" award, which is given to an individual who is nationally recognized for leadership in promoting increased awareness of ethical and social issues in computing.

Using Leonardo da Vinci as an "inspirational muse" for the "new computing," as described by MIT Press, Shneiderman will ask participants to change and raise their expectations of what they should get from technology. He focuses on applying educational technology according to the collect-care-create-sustain framework, in which teams work on ambitious projects for the benefit of someone outside of the classroom.

Technical Program Sessions

SIGUCCS is heading to Baltimore! The 32nd annual conference of the Special Interest Group on University and College Computing Services (SIGUCCS) will once again bring together technology support specialists in higher education. Whether you work in a help desk, maintain your university’s computer labs, teach computer classes, publish documentation or web sites, or help your faculty use technology, this conference is for you. Over 400 technology support staff will gather in Baltimore for the three-day conference.

Join us as we focus during pre-conference tutorials, participate in round table discussions, attend technical sessions, get to know each other on the historic and scenic Baltimore waterfront, and enjoy professional networking opportunities throughout the conference. SIGUCCS 2004, October 10 - 13, is a fantastic place to rethink your support areas, refuel your professional goals, retool your management skills, and recharge your spirits. Join us in Baltimore!

Register Early - Space is Limited

Registration materials are available on the SIGUCCS 2004 web site at: www.acm.org/siguccs

Advance Registration (June 1 - August 31, 2004) $175 ACM SIGUCCS Member $50 Non-Member $125 Full-time Student Late Registration (September 1 - October 1, 2004) $225 ACM SIGUCCS Member $50 Non-Member $125 Full-time Student One Day Registration $125 One-day (includes technical sessions, conference packet, meals and snacks provided on that day)

Register at www.acm.org/siguccs
African America Program

Conference Schedule

Saturday, October 9
If you are participating in a Sunday morning pre-conference tutorial, or want to spend an extra day touring Baltimore, plan to arrive early, on Saturday, October 9.
9:00 p.m. Hospitality Suite

Sunday, October 10
7:00 a.m. Registration Open / Computer Room Openings
8:30 a.m. Pre-Conference Tutorials (Morning Sessions)
10:30 a.m. SIGUCCS Board Meeting
10:00 p.m. Pre-Conference Tutorials (Afternoon Sessions)
4:00 p.m. SIGUCCS 5K Fun Run & Walk
6:00 p.m. Welcome Meeting for All First-Time Attendees / Session Chair Mtg
7:00 p.m. Registration Open / Welcome Reception (wear your school’s colors/sweatshirt!)
9:00 p.m. Hospitality Suite

Monday, October 11
6:30 a.m. Run with Friends / Start Your Day with Yoga
7:00 a.m. Registration Open / Computer Room Openings
7:00 a.m. Continental Breakfast / Speakers’ Breakfast
7:00 p.m. Technical Sessions
8:30 a.m. Pre-Conference Tutorials (Afternoon Sessions)
10:00 a.m. Mid-morning Coffee Break with Snacks
10:30 a.m. Technical Sessions
Noon Buffet Lunch
1:00 p.m. Pre-Conference Tutorials (Afternoon Sessions) & BOFs
3:30 p.m. Technical Sessions
5:00 p.m. Birds-of-a-Feather Sessions (BOFs)
6:30 p.m. Early Dinner on Your Own
9:00 p.m. Hospitality / Night Life / Hospitality Suite

Tuesday, October 12
6:30 a.m. Run with Friends / Start Your Day with Yoga
7:00 a.m. Registration Open / Computer Room Openings
7:00 a.m. Continental Breakfast / Speakers’ Breakfast / Awards Breakfast
7:30 a.m. Technical Sessions
10:00 a.m. Mid-morning Coffee Break with Snacks
10:30 a.m. Technical Sessions
Noon Lunch on Your Own
1:30 p.m. Technical Sessions
2:00 p.m. Pre-Conference Tutorials (Morning Sessions)
2:30 p.m. Pre-Conference Tutorials (Afternoon Sessions)
3:30 p.m. Technical Sessions
5:00 p.m. Gala Event / Ice Cream Social
6:00 p.m. House Event / Night Life

Wednesday, October 13
6:30 a.m. Run with Friends / Start Your Day with Yoga
7:00 a.m. Computer Room Openings
7:30 a.m. Continental Breakfast
8:00 a.m. Technical Sessions
10:00 a.m. Mid-morning Coffee Break with Snacks
10:30 a.m. Closing Keynote Speaker: Ben Shneiderman
10:45 a.m. SIGUCCS 2004 Ends

Pre-Conference Tutorials - Sunday, October 10
Pre-conference tutorials are in-depth sessions presented by experienced professionals. These small, intimate, and highly specialized Sunday morning sessions provide a unique opportunity to develop new skills, refresh old ones, and network with like-minded professionals. Registration in each pre-conference tutorial is limited. Just sign up early!

Sunday Morning Sessions

The Sunday morning sessions run from 6:30 a.m. to noon and include a mid-morning coffee break.

Leadership, Service, and Management: An Essential Toolkit for the IT Administrator
by John Bucher
For experienced IT leaders and managers, this tutorial offers a chance to step back and reflect on the big picture of leadership. With a small group of your peers and an exceptional presenter, explore the factors that are essential to shaping your leadership and management style, and how you can apply them in your own work. This tutorial is highly interactive. Participants will learn
• what it truly means to be a leader
• characteristics of effective leaders
• how to involve the customer in decision making
• the emotionally intelligent IT leader
• how to improve the balance in your life.

Dr. Bucher is Director of Information Technology at Oberlin College.

Strategies for Helping Faculty Manage the Online Workload
by Lawrence C. Ragan
Trying to convince faculty that online teaching won’t bury them is a common challenge. In this tutorial you will learn proven strategies that can make teaching online a bearable— and even enjoyable— experience for faculty. This is a highly interactive tutorial. Participants will develop best practices that can help them engage their students in the online learning environment.

Dr. Ragan is the Director of Instructional Design and Development for Penn State’s World Campus.

Sunday Afternoon Sessions

The Sunday afternoon sessions run from 1:00 p.m. to 4:10 p.m. and include a mid-afternoon snack break.

Leadership, Service, and Management: An Essential Toolkit for the IT Administrator
by John Bucher
For experienced IT leaders and managers, this tutorial offers a chance to step back and reflect on the big picture of leadership. With a small group of your peers and an exceptional presenter, explore the factors that are essential to shaping your leadership and management style, and how you can apply them in your own work. This tutorial is highly interactive. Participants will learn
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Social Software and Blogging in Higher Education
by Bryan Alexander
Social software facilitates communication and collaboration, helping groups to form and communicate around shared tasks and common interests. While the idea isn’t new, technologies like blogs and wikis, combined with new developments in social network analysis, support the kind of collaboration that new and exciting opportunities for pedagogy. This hands-on tutorial presents the emergent field of social software. We will explore mini-lessons, mini-case studies, and best-known examples, in a mixture of demonstrations, lectures, and hands-on exercises.

Dr. Alexander is Co-Director of the Center for Instructional Technology at Middlebury College.

Balancing Expectations versus Technology
by Kathy Pribbenow
Technology can bring significant stress—physically, mentally, and emotionally—to those who care for students. This workshop will help you identify technology-related stressors and how to manage them. The workshop includes:
• stress management skills
• techniques for reducing stress
• pressure management strategies
• distance education
• using materials on the Internet
• making copyrighted works available on course web sites
• distribution of paper course material
• how to project future technology

Dr. Pribbenow is Training and Workshop Coordinator at the University of Kansas.

Effective Leadership is one of the most critical but elusive career in IT leadership, including:
• what it truly means to be a leader
• characteristics of effective leaders
• how to involve the customer in decision making
• the emotionally intelligent IT leader
• how to improve the balance in your life.

Dr. Alexander is Co-Director of the Center for Instructional Technology at Middlebury College.

Copyright Law in the Digital Age
by Laura L. (Lori) Gelles
Copyright law can be difficult to understand, and the electronic environment complicates copyright issues even more. Faculty in particular may not have a complete understanding of copyright. This tutorial will introduce copyright law and highlight areas that may be of special interest to faculty. Faculty members may appropriately exercise their fair use rights. Copyright issues to be addressed include:
• distribution of paper course material
• making copyrighted works available on course web sites
• distance education
• use of U.S. copyright law
• liability with regard to fair use

Laura L. (Lori) Gelles is Dean of the Law Library and Professor of Law at the University of North Carolina.