

GUSDAY 2017 SCHEDULE

8:30-9:15	Registration & Continental Breakfast – Gorecki Events Center					
9:15-10:30	Welcome & Overview – Casey Gordon Breakpoint: The changing marketplace for higher education – Jon McGee, VP Planning and Strategy, CSB/SJU Location: Gorecki 204					
10:30-10:45	Refreshments – Gorecki Lobby (2nd Floor)					
Tracks	Instructional Technology Gorecki 204A	User Services Gorecki 204B	Systems, Networking & Security Gorecki 204C	Sustainability Gorecki 201	Other Gorecki 120	Fireside Chat Fireplace - Lower Level Gorecki
Session I 10:45-11:30	The Digital Resource Center: Macalester’s Ever-Evolving Digital Makerspace <i>Presenter: Alison Sommer, Macalester College</i>	Our Student Staff: Specialty Roles and Professional Development <i>Presenters: R Kevin Chapman & Kendra Strode, Carleton College</i>	VMWare Horizon View – From Proof of Concept to the Classroom <i>Presenter: Josh Trutwin, CSB/SJU</i>	Plug It In, Plug It In! Driving Electric Vehicle Charging on a College Campus <i>Presenter: Kurt Miller, Macalester College</i>	Stepping into Supervision: Do you want to be the boss? <i>Presenter: Ted Wilder, Macalester College</i>	Student Supervision and Support <i>Presenters: Tami Aune, Nick Sonstebly & Brianne Twaddle, Gustavus Adolphus College</i>
11:30-1:00	Lunch & Door Prize Drawings Location: Gorecki Dining Room (First Floor) Affinity Groups (look for designated tables): Telecom/Voice Communications, ITSM Discussion, Learning Management Systems, IT Security, CIO Conversation					
Session II 1:00-1:45	Using 3D Printing to Enhance Student Learning in Content Areas <i>Presenters: Adam Konczewski, Diana Fenton, and Amelia Cheever, CSB/SJU</i>	Automating Application Installs for Windows and Mac <i>Presenters: Rebecca Barkmeier & Troy Barkmeier, Carleton College</i>	From 0 to 100% Participation in Google 2-Step Verification in 30 Days <i>Presenter: Adam Forsyth & Diane Gossman, Luther College</i>	Using Zabbix to Monitor Non-IT Equipment <i>Presenter: Tony Skalski, St. Olaf College</i>	Increasing Efficiencies by Collaborative Planning <i>Presenters: Casey Gordon, CSB/SJU; Scott Krajewski, Augsburg College/Luther Seminary; Ed Clark, University of St. Thomas</i>	Managing Dynamic Digital Collections with Elevator <i>Presenter: Jason Paul, St. Olaf College</i>
1:45-2:00	Refreshments – Gorecki Lobby (2nd Floor)					
Session III 2:00-2:45	Virtual and Augmented Reality in Higher Ed <i>Presenters: Daniel Hoisington & Eric Tornoe, University of St. Thomas</i>	Beyond the Click: Integrating a BYOD Audience Response System at Hamline University <i>Presenters: Lisa Prudhomme & Nicole Nelson, Hamline University</i>	Moving Toward Risk Acceptance: Embracing IT Risk to Advance Institutional Mission <i>Presenter: Ted Wilder, Macalester College</i>	Leveraging Sub-Meter Data as Feedback to Engage Community Members and Save Energy on Shoestring Staffing and Funding <i>Presenter: Kurt Miller, Macalester College</i>	IT Security Awareness Program at CSB/SJU <i>Presenters: Ann Alvord & Cathy Robak, CSB/SJU</i>	The EDUCAUSE Learning Space Rating System <i>Presenters: Bob Kistler, Bethel University; Eric Handler & Fritz Vandover, Macalester College</i>
2:45-3:00	Refreshments & Bars/Cookies – Gorecki Lobby (2nd Floor)					
Session IV 3:00-3:45	Virtual and Augmented Reality Hangout <i>Presenters: Daniel Hoisington & Eric Tornoe, University of St. Thomas; Roger Sorensen, CSB/SJU</i>	CSB/SJU Lightboard <i>Presenters: Joshua Akkerman, Adam Konczewski, Robert Campbell III, and Louis Johnston, CSB/SJU</i>	Planning to host databases in Azure <i>Presenters: Chris Stanley & Chris Brown, St. Cloud State University</i>	CSB/SJU Nursing Showcase <i>Meet in Gorecki first floor entrance near elevator.</i>	Duo and Google 2-Step Deployments Compared <i>Presenter: Rich Graves, Carleton College/St. Olaf College</i>	Lightning Talks: The Art of Improvisation in IT Support <i>Presenter: Travis Freudenberg, Carleton College</i> The Life and Times of Travis Milton <i>Presenters: R. Kevin Chapman & Travis Milton, Carleton College</i>

GUSDAY 2017 SESSION DESCRIPTIONS

Keynote Address

Breakpoint: The changing marketplace for higher education
Jon McGee, VP Planning and Strategy, CSB/SJU
9:15am-10:30am – Gorecki 204

Following more than fifty years of extraordinary growth, colleges and universities across the country have entered a new world of increasingly challenging and complicated choices. Led by economic, demographic, and cultural changes that converged during the depths of the Great Recession, the higher education landscape has been reshaped in ways that demand a recalibration of vision and values on campus. This session will present a broad and integrative picture of change and the imperative for decisive leadership on campus. Using his new book, *Breakpoint*, as the starting point for conversation, McGee will describe the key forces pressing on higher education, examine their real and prospective impact, and provide a framework from which college leaders can begin to address those issues.

Instructional Technology

The Digital Resource Center: Macalester's Ever-Evolving Digital Makerspace
Alison Sommer, Macalester College
10:45am-11:30am – Gorecki 204A

"Makerspaces" are one of the new big things on college campus across the country. At Macalester College, rather than building one new space all at once we transformed what was once an old and underutilized language lab. The lab has grown and evolved into our own version of the Makerspace, The Digital Resource Center (DRC). Over the past few years, DRC has grown to include 3D modeling, scanning and printing, as well as lightboard video production. This is in addition to the audio and video editing suites, scanning, midi keyboard music composition, poster printing, and standard lab services previously offered. Please join me for a virtual tour of the DRC and its offerings, learn about the training and support structure that keep it running, and hear our vision for the future of our space and spaces like it around campus and across academic institutions.

Using 3D printing to Enhance Student Learning in Content Areas
Adam Konczewski, Diana Fenton & Amelia Cheever, CSB/SJU
1:00pm-1:45pm – Gorecki 204A

At CSB/SJU, two classes in Fall 2016 used 3D design and printing as part of the curriculum. Students were challenged to come up with a design project and produce a 3D model of that design. The faculty members from these courses will discuss how 3D design was incorporated into these projects followed by Q/A discussion.

Virtual and Augmented Reality in Higher Ed
Daniel Hoisington & Eric Tornoe, University of St. Thomas
2:00pm-2:45pm – Gorecki 204A

Once we provided a showcase space for virtual and augmented reality, faculty were quick to find applications for the technology in teaching and research. We'll give an overview of the current VR and AR systems and the advantages and disadvantages of each. We will talk about finding and creating content in virtual environments. We will give examples in Art History, Business, Geology, Psychology, Education, and more. We will bring technology that participants will be able to experience VR and AR technology.

Virtual and Augmented Reality Hangout
Daniel Hoisington & Eric Tornoe, University of St. Thomas; Roger Sorensen, CSB/SJU
3:00pm-3:45pm – Gorecki 204A

Following the Virtual and Augmented Reality in Higher Ed presentation in the previous session, this will be an open-format session to talk about VR and try out various devices from the University of St. Thomas and CSB/SJU.

User Services

Our Student Staff: Specialty Roles and Professional Development
R Kevin Chapman & Kendra Strode, Carleton College
10:45am-11:30pm – Gorecki 204B

Carleton College's ITS Helpdesk employs over fifty student staff in a Work Study capacity. While the work of answering phones, assisting customers at the helpdesk etc. is critical to the organization, we want to provide more than repetitive, routine work and a paycheck for our student staff. We want to provide opportunities and incentives, to help them develop a set of practical professional skills that supplement their academic skills and will be of benefit to them post-graduation. Limitations such as fixed a pay rate and a cap on the hours students are allowed to work can make this difficult. However, the creation of specialized roles for students has helped to address operational needs while also affording opportunities to learn new skills and further develop existing ones.

This presentation will review each of the specialty roles currently in place at the Helpdesk. We'll review how each role

developed, why they developed, and the expectations of each. We will also look at what we hope that our student staff will take away from their work in these roles. Finally, we'll look at how we hope to further develop the positions.

Automating Application Installs for Windows and Mac
Rebecca Barkmeier & Troy Barkmeier, Carleton College
1:00pm-1:45pm – Gorecki 204B

Tired of sending student workers out with installers and serial numbers? Frustrated with the inconsistency that happens when different people click through application installs? Sick of clicking Next a million times? In this presentation, we'll walk through how to automate application installs for both Windows and MacOS that can be delivered via application deployment tools, imaging tools, or just hosted on a network drive. Come and find out about the tips, tricks, tools, and processes we use to automate the installation of hundreds of applications. We'll also discuss package building for multiple OS versions, bitnesses, different user contexts and more! In the time we have, we'll try to cover everything from basic packaging techniques, for those just getting started, to advanced packaging hacks for difficult and troublesome programs.

Beyond the Click: Integrating a BYOD Audience Response System at Hamline University
Lisa Prudhomme & Nicole Nelson, Hamline University
2:00pm-2:45pm – Gorecki 204B

Hamline University recently migrated from a clicker rental model to a web based audience response system that allows students to use a personal mobile device, in place of a proprietary clicker device, to respond to polling questions. During this presentation, we will share Hamline's Project Call process and evaluation model used to assess the needs of our institution. In addition, we will offer a comprehensive cost analysis of clicker vendors applicable to the higher education sector, including Turning Technologies and Poll Everywhere. We will also examine the advantages and challenges encountered with implementing an audience response system, which include SAML as a Single Sign-On (SSO) solution.

CSB/SJU Lightboard
Joshua Akkerman, Adam Konczewski, Robert Campbell III, & Louis Johnston, CSB/SJU
3:00pm-3:45pm – Gorecki 204B

CSB/SJU is using a lightboard in order to make videos to give students needed content ahead of class time to prepare for that day's lecture. It has been used by the CSB/SJU Math and Economics departments, just to name a few, in order to show complicated problems that students can go back and reference on their own time.

Systems, Networking & Security

VMWare Horizon View - From Proof of Concept to the Classroom
Josh Trutwin, CSB/SJU
10:45am-11:30am – Gorecki 204C

I'll talk about our efforts to provide our standard Linux desktop image to the CSCI department using VMWare Horizon View. CSCI is trying to migrate to a full BYOD classroom and View provides this capability. I will discuss the steps we took to test and evaluate VMWare Horizon View for Linux and the advantages/disadvantages over our current Linux deployment using VirtualBox.

From 0 to 100% Participation in Google 2-Step Verification in 30 Days
Adam Forsyth & Diane Gossman, Luther College
1:00pm-1:45pm – Gorecki 204C

In November 2016, Luther College established a new policy in which Luther faculty and staff were required to enable Google 2-Step Verification on their email accounts prior to December 1, 2016, in order to continue to successfully sign in. This presentation will share our experience and the lessons we've learned along the way. We'll also give an update on Google 2-Step Verification for student accounts which has a February 1, 2017 deadline, and the status of Google 2-Step Verification for alumni accounts as well.

Moving Toward Risk Acceptance: Embracing IT Risk to Advance Institutional Mission
Ted Wilder, Macalester College
2:00pm-2:45pm – Gorecki 204C

"Lock it down!" is the traditional response IT administrators offer when faced with IT risk: Closing firewall ports, removing access privileges, and increasing authentication controls are common responses when IT risk rears its ugly head. While IT risk can rarely, if ever, be avoided, IT risk managers often assume risk mitigation/reduction as a starting point as they seek to protect organizational IT assets and data. In an era of IT consumerization, including bring-your-own-device and cloud-based infrastructure, platform, and software services, such control becomes an illusion as campus community expectations, access, and abilities change. This discussion session will attempt to re-orient IT risk management with risk acceptance as the appropriate starting point, with risk mitigation/reduction a last resort, to unlock IT opportunity for organizational mission and goals.

Planning to host databases in Azure
Chris Stanley & Chris Brown, St. Cloud State University
3:00pm-3:45pm – Gorecki 204C

St. Cloud State University has begun planning to host our Enterprise Data Warehouse and Business Intelligence Reporting in Microsoft Azure. Topics covered will include:

- Architecture Vision
- Platform as a Service Strategy
- Azure Data Transfer Process
- Security Controls

We'll end with an open conversation on how others are leveraging the cloud.

Sustainability

Plug It In, Plug It In! Driving Electric Vehicle Charging on a College Campus

Kurt Miller, Macalester College

10:45am-11:30am – Gorecki 201

Electric vehicles, along with other alternative vehicles, are becoming increasingly common. Macalester College has Level 2 and Level 3 electric vehicle charging stations on its Saint Paul campus. Getting these stations installed, provisioned, and available for use takes a lot of planning and coordination across numerous departments on campus. Whether you already have charging, are thinking about getting it in the near future, or want to plan for the day that you do, having the perspective of someone that has had to do it, twice, is a valuable resource and can save you a lot of headache.

Using Zabbix to Monitor Non-IT Equipment

Tony Skalski, St. Olaf College

1:00pm-1:45pm – Gorecki 201

St. Olaf uses Zabbix to monitor and alert on our IT infrastructure. We were recently asked to replace two end-of-life systems that monitor non-IT infrastructure. Learn how we're using Zabbix to monitor building energy use (electrical, steam and chilled water), monitor various environmental sensors (including a weather station and ground temperature sensors) and alert lab managers when freezers in the Biology and Chemistry departments become too warm.

Leveraging Sub-Meter Data as Feedback to Engage Community Members and Save Energy on Shoestring Staffing and Funding

Kurt Miller, Macalester College

2:00pm-2:45pm – Gorecki 201

Macalester has begun the process of sub-metering utilities on campus. As the next step of the College's sub-metering initiative, has leveraged no-cost and open-source solutions to provide feedback to community members while, simultaneously, informing facilities about energy-saving opportunities. Whether you find that you have no utilities sub-metered, too much data, or something in between, Macalester College is delighted to share its leadership efforts advance Sustainability across Higher Education.

CSB/SJU Nursing Showcase

Meet in Gorecki first floor entrance near elevator

3:00pm-3:45pm – Gorecki 201

In December 2015, the CSB/SJU Nursing department completed a \$2.5 million renovation of the simulation lab and classrooms and unveiled the Guy and Barbara Schoenecker Nursing Education Suite. This renovation allows faculty to utilize state-of-the-art-technology to enhance student learning and prepares students to practice in an ever-changing healthcare environment. We will take you on a tour of this new space!

Other

Stepping into Supervision: Do you want to be the boss?

Ted Wilder, Macalester College

10:45am-11:30am – Gorecki 120

Do you dream of being the boss or mentor people with this dream? Why do you or your mentees seek supervisory roles? Is it the next required step in an assumed career progression - what a person is supposed to do? Is it the only way to increase one's salary? Is it the way to gather the power necessary to implement real change in the organization? How do the perceived benefits of being the boss balance with moving from a demanding technology-oriented role into a challenging people-oriented role? How do we prepare ourselves and those we mentor for this decision? The presenter will review experiences, research, and lessons learned while on the journey from Database Administrator to a senior supervisor role and asks participants to bring their own questions and knowledge to the session. Real experiences and honest coaching will be offered to non-supervisors, and mentors of the same, in an active, participatory discussion with the intent of helping participants or those they mentor discern where their strengths lie as they consider stepping into supervision.

Increasing Efficiencies by Collaborative Planning

Casey Gordon, CSB/SJU; Scott Krajewski, Augsburg College; Ed Clark, University of St. Thomas

1:00pm-1:45pm – Gorecki 120

Many of colleges and universities are considering technology initiatives to target strategically important issues like digital accessibility, technology enhanced instruction, and student success and retention. Because these initiatives are often very similar from institution to institution, there is great benefit from leveraging consortia connections to conduct this planning process for major enterprise moves and strategic technology investments. Often we communicate with our peers but still plan projects in isolation on our own campus. Opportunities to share information about the timing and investments in key initiatives

could help reduce costs and increase the potential benefits of collaborations through the creation of new inter-institutional coalitions and teams.

IT Security Awareness Program at CSB/SJU

Ann Alvord & Cathy Robak, CSB/SJU

2:00pm-2:45pm – Gorecki 120

As part of our IT security initiatives, we were tasked with developing an IT security awareness program for our staff and faculty. Staff and faculty have three options for IT security awareness training. In this session, Cathy and Ann will discuss the process and the options available for security awareness training. We will explain what we did to get to this point and discuss any successes or failures along the way.

Duo and Google 2-Step Deployments Compared

Rich Graves, Carleton College/St. Olaf College

3:00pm-3:45pm – Gorecki 120

Rich is the Information Security Officer for two very different colleges in Northfield. This talk will compare/contrast the simultaneous 2-factor authentication rollouts using different technologies: Duo at Carleton and Google 2-Step at St. Olaf. We had a couple students build an ambitious cross-campus security training program, and it went OK. As of mid-November, both colleges had about 40% of staff using 2FA. Takeaways: Understand key usability issues in Duo and Google 2-Step. Understand support differences between Duo and Google 2-Step. Evaluate the MFA Cohortium framework as applied at Carleton and St. Olaf. Know that blanket statements about communication strategies are false. Campuses have unique cultures and stakeholders inside and outside IT have unique personalities. Projects must take these into account.

Fireside Chat

Student Supervision and Support

Tami Aune, Nick Sonstebj & Brianne Twaddle, Gustavus Adolphus College

10:45am-11:30am – Fireplace (Lower Level Gorecki)

Methods and ideas for supervising, managing, motivating and inspiring student employees.

Managing Dynamic Digital Collections with Elevator

Jason Paul, St. Olaf College

1:00pm-1:45pm – Fireplace (Lower Level Gorecki)

Elevator is the new digital repository platform at St. Olaf College. Developed at the University of Minnesota, Elevator is ideal for users who want to organize, search, and share digital content in ways conventional storage platforms and institutional repositories cannot. The presentation will introduce Elevator, explore its interface, explain why St. Olaf selected it, summarize our experiences with it, and provide a roadmap for enhancements.

The EDUCAUSE Learning Space Rating System

Bob Kistler, Bethel University; Eric Handler & Fritz Vandover, Macalester College

2:00pm-2:45pm – Fireplace (Lower Level Gorecki)

Are you interested in gauging how well your learning spaces facilitate learning? Bob Kistler, Instructional Technologist at Bethel University, will describe how Bethel University has been using the EDUCAUSE Learning Space Rating System (<http://www.educause.edu/eli/initiatives/learning-space-rating-system>) since 2013 to benchmark its existing learning spaces and improve the design of new spaces. Eric Handler and Fritz Vandover, Academic Information Associates at Macalester College, will describe their experiences of recently adopting the rating system to inform upcoming learning space renovations.

Lightning Talks:

3:00pm-3:45pm – Fireplace (Lower Level Gorecki)

The Art of Improvisation in IT Support

Travis Freudenberg, Carleton College

The challenge (and allure) of working in IT lies in the unexpected; in what new and exciting ways will things break today? The standard approach to troubleshooting is a tree or script based approach, which, while effective (and straightforward to introduce to new employees), can become stale and repetitious to both the client and support staff. In this lightning talk, I'll discuss how my music background has given me an unexpected skill set to use in my IT career, and how using improvisation can create happier clients and support staff. This presentation is in the lightning talk format, 7 minutes of presentation followed by 2 minutes of questions.

The Life and Times of Travis Milton

R. Kevin Chapman and Travis Milton, Carleton College

Story time. Take a short break from the learning to listen to the Tale of Travis Milton, a tech guy's alter ego, created in order to let him explore the world of social media in quiet anonymity. At least at first.

How did Mr Milton fare? What happened when the world met him? What happened when he met The Real Travis? How did he survive a systems upgrade when his very existence was called into question? Would the local Sysadmin be his demise?

Join me... him... us! to find out.

Affinity Groups – Designated tables during lunch.

Telecom/Voice Communications

Discussion about current issues related to phone services, voice mail, etc. What direction are campuses taking regarding these services?

ITSM Solutions

Many of us are looking at options for an ITSM solution. This discussion will review our needs assessment, discuss vendors and next steps.

Learning Management System (LMS)

Regardless of the LMS we use at our campuses, we all share similar experiences with them. Bring your challenges! Bring your successes! Share them with your colleagues. Maybe someone has solved that challenge you're having right now.

IT Security

Discussion about various IT security related issues facing our campuses. These could include, but are not limited to, data loss prevention, data classification, cloud computing/security, vulnerability and any other topics that would be of interest.

CIO Conversation

A chance to visit with other CIOs and Directors about strategic priorities, projects, and other issues facing our campuses today.