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OUR MISSION IS TO PROVIDE INNOVATION, LEADERSHIP AND EFFECTIVE MANAGEMENT OF THE UNIVERSITY’S INFORMATION TECHNOLOGY RESOURCES. WE STRIVE TO ENSURE AVAILABILITY AND RELIABILITY OF THE TECHNOLOGY-BASED INFORMATION MANAGEMENT INFRASTRUCTURE AND OF THE TOOLS THAT SUPPORT THE UNIVERSITY’S MISSION OF TEACHING, RESEARCH AND PUBLIC SERVICE.

2014 has been a stellar year for the Office of Information Technology (OIT) and the Office of Information Security (OIS) as we have embarked on our next exciting journey. This past year, we officially launched OIT 3.0 at our annual team meeting and we plan on making significant progress in 2015. But looking back at 2014, a lot of great work was accomplished. As part of our goal of being a world class IT organization, we put ourselves in the spotlight more than ever as evidenced by all of the presentations and publications illustrated in this almanac. All of these events represent OIT’s excellence and have been publicized to audiences extending beyond UTSA and the UT System in an effort to demonstrate UTSA excellence to the world. The number of inquiries we have received from other institutions about our successes has also been unprecedented.

Additionally, we have successfully completed many projects throughout the year and became a catalyst for change at UTSA, helping the university meet its Tier One goals. Year after year OIT/OIS works hard to serve UTSA’s students, faculty, and staff by providing top tier technology services and solutions and this year has been no different.

As you read through the almanac, I encourage you to take some time to really see the effort the OIT/OIS community has made to put UTSA in the spotlight. We are doing our part to make UTSA a Tier One university.

Ken Pierce
The UTSA Office of Information Technology (OIT) must be a high-quality, customer service-driven organization. OIT will support and promote the university’s commitment to research, discovery, learning, and public service.

The Office of Information Technology should be the provider of choice for all aspects of the technology vision, infrastructure, and development supporting the mission and goals of UTSA and to advance the university as a leader in using technologies for learning, teaching, research, and administration.

VISION

VALUES

Accountability
Cost-Conscious
Have Fun
Teamwork
Respect
Communication
Planning
• Implement technology that supports UTSA core values of learning, scholarship, creativity, and service.

• Gather input from the university community, including students, faculty, and staff.

• Focus on the measurable value of the products and services we provide by balancing the importance, impact, and initial and ongoing cost of each potential new project.

• Work towards enhancing the user’s experience with our products and services to the greatest, reasonably possible extent through application of consistency, interoperability, and convenience.

• Utilize industry-standard project management methodologies when delivering new products and services to the UTSA community.

• Accept change as a necessary part of taking advantage of new opportunities and technologies.

• Look for creative approaches to solutions to see if an alternative could enhance services above and beyond the expectations of faculty, staff, and students for little or no additional cost.

• Learn appropriate technology to maintain and enhance effective job performance.

• Prioritize standard hardware and software over discipline-specific unique applications in order to more easily provide cost-effective support, except when deemed unfeasible.

• Maintain the security, integrity, compatibility, and usefulness of institutional data.
OIT is committed to supporting student success by providing key technology services that strengthen and enhance students’ educational and campus experiences.

TECHNOLOGY ACHIEVEMENTS

- REDESIGNED UTSA MOBILE APP
- DEGREEWORKS
- EARLY ALERT RETENTION NETWORK
- ONEDRIVE FOR BUSINESS
- LYNC ONLINE
- MICROSOFT OFFICE PRO PLUS
- ROWDY VISION
- UPGRADED PRINTSPOT
OIT has made it a priority to undertake projects that provide university faculty members with services that advance their day-to-day work, in addition to supporting UTSA’s mission of teaching, learning, and research.

TECHNOLOGY ACHIEVEMENTS

• IMPROVED CLASSROOM TECHNOLOGY
• ONLINE/HYBRID COURSE ACADEMY
• INCREASED TECHNOLOGY TRAINING
• ONEDRIVE FOR BUSINESS
• LYNC ONLINE
• SHAREPOINT ONLINE
• EARLY ALERT RETENTION NETWORK (EARN)
• BLACKBOARD GRADE TRANSFER
• INNOVATION IN ONLINE LEARNING CONFERENCE
• EDUCATIONAL EXPERIENCE FILM FESTIVAL (E2F2)
OIT is committed to assisting UTSA staff in utilizing technology to their strategic advantage, whether their tasks are administrative, managerial, or involve the support of the educational and research missions of the university.

TECHNOLOGY ACHIEVEMENTS

- OITCONNECT SELF-SERVICE PORTAL
- TECHNOLOGY TRAINING
- SHAREPOINT ONLINE
- ONEDRIVE FOR BUSINESS
- LYNC ONLINE
- UNIFIED MESSAGING
- NEW GET IT TECHNOLOGY VIDEOS
OIT has taken a proactive approach to enhancing and upgrading our technology infrastructure with the goal of supporting the systems and applications of a Tier One research university.

TECHNOLOGY ACHIEVEMENTS

- OFFICE 365
- SHAREPOINT ONLINE
- ONEDRIVE FOR BUSINESS
- HYPER-V VIRTUALIZATION
- HIGH RISK DESKTOP ENCRYPTION/INSIGHT
- NPB (NORTH PASEO BUILDING) AS FIRST FULLY VOIP (VOICE OVER IP) BUILDING
JANUARY - FEBRUARY - MARCH

QUARTER 1
VTC brings educational opportunities to students at University of Texas

As higher education budgets continue to reduce, solutions to deliver programs without incurring additional costs are needed. UTSA has found innovative ways to use technology for programs like language and culture, which are essential but often have low enrollment.

Associate Vice Provost of Online Learning at UTSA Sunay Palsole, Ph.D., discussed how video teleconferencing solutions are enabling UTSA to bring education opportunities to students during a webinar entitled “How Teaching is Changing in Higher Education.”

Link(s):
- Polycom: http://publicsectorview.com/vtc-brings-educational-opportunities-students-university-texas/
- Webinar registration: http://response.polycom.com/LP=18027
- See full article on page: 16

Changing campus monitors: Video monitors schedule to undergo changes

The Paisano article highlights the changes to the video monitors throughout UTSA. Known as Rowdy Vision, the monitors provide information about campus events for the UTSA community.

Director of Video Technology Ernest Hernandez provided a reference in the discussion to the steps the department is taking towards improving efficiency of this resource and standardization of the equipment purchased by university departments.

Link(s):
- See full article on page: 17

UTSA to host Black History Knowledge Bowl Feb. 18 in University Center

OIT at UTSA was a joint sponsor for the Black History Knowledge Bowl on campus. The department assisted in transforming the event from papers and clickers to a more high tech environment with automated clock countdowns and digital technology on big screens to keep the audience involved while teams competed at the academic event.

Link(s):
- UTSA Today: http://www.utsa.edu/today/2014/02/knowledge.html
- Archive pictures: http://tinyurl.com/pzcwmqf
- See full article on page: 18
UTSA and UTEP to host 10th annual Online Learning Conference

OIT at UTSA co-hosted the 10th annual Innovations in Online Learning conference in an effort to bring educators and industry professionals together to advance the state of online learning in higher education.

The conference featured keynote speakers such as Marni Baker Stein, chief innovation officer at the UT System Institute for Transformational Learning, and Robbie Kendall-Melton, associate vice chancellor of e-learning and emerging mobilization technology for the Tennessee Board of Regents.

Link(s):
• UTSA Today: http://www.utsa.edu/today/2014/02/onlinelearning.html
• See full article on page: 19

Texas Association of State Systems for Computing and Communications (TASSCC)

Vice Provost for the Office of Information Technology and CIO Kenneth Pierce spoke at the TASSCC Advisory Board luncheon meeting in Austin, TX. The presentation, “Introduction to UTSA’s OIT,” discussed how the department has identified innovative technology solutions to support the university’s strategic goals.

The mission of TASSCC is partnering to advance education and networking among professionals supporting Information Technology for the Texas Public Sector.

Link(s):
• Kenneth Pierce’s TASSCC Board Member biography page: http://www.tasscc.org/710
• See full article on page: 20
UTSA’s Greg White and Chip Meadows named ISSA Distinguished Fellow

UTSA Associate Professor Greg White and OIT Senior Information Security Analyst Chip Meadows were named Distinguished Fellows by the Information Systems Security Association (ISSA).

ISSA is an international community of cybersecurity professionals dedicated to advancing technology risk management, protecting critical information and infrastructure, and promoting professional growth.

Link(s):
- UTSA Today: http://www.utsa.edu/today/2014/03/issafellows.html
- ISSA Fellows Program: http://www.issa.org/?page=fellowprogram
- See full article on page: 21

Technologies to Improve College Completion

Vice Provost of IT and CIO Kenneth Pierce spoke on a panel entitled “Technologies to Improve College Completion” at the 2014 SXSW Education Conference and Festival. The session was part of the HigherEd Next Series hosted by the Bill & Melinda Gates Foundation.

The panel discussed implementation of Integrated Planning and Advisory Services (IPAS) technology. Pierce shared insight with conference attendees about the implementation of these technologies at UTSA.

The SXSWedu Conference & Festival is a component of South by Southwest (SXSW). SXSWedu fosters innovation in learning by hosting a diverse and energetic community from a variety of backgrounds in education. It features access to engaging sessions, interactive workshops, hands-on learning experiences, cinematic portrayals, early stage startups, and a host of networking opportunities.

Link(s):
- SXSW event: http://schedule.sxswedu.com/events/event_EDUP990903
- Kenneth Pierce’s SXSW Bio page: http://schedule.sxswedu.com/speakers/speaker_675634
- See full article on page: 22
The pressures of a global economy are creating unique challenges for colleges and universities. Today’s enterprises operate across the globe – with customers and employees on multiple continents and across oceans. It’s for this reason that in addition to math and literature, today’s students need to graduate college having learned about foreign cultures and languages.

Unfortunately, this demand for foreign language and cultural learning comes at a difficult time for today’s colleges and universities. With a down economy, slashed education budgets and the cost to educate each student skyrocketing, schools are looking to trim catalogues and spending, not grow them.

However, some colleges and universities are finding innovative ways to use technology for delivering language and other programs to their students without incurring extra costs. One such institution is the University of Texas at San Antonio.

During a recent Webinar entitled, “How Teaching is Changing in Higher Education,” the Associate Vice Provost of The University of Texas at San Antonio, Sunay Palsole, Ph.D., detailed how video teleconferencing solutions are enabling the University to efficiently bring education opportunities to its students.

According to Sunay, the University of Texas recognizes the need to offer diverse language programs to its students. Unfortunately, some of these programs – such as Portuguese and Japanese – are in low demand. Despite the low levels of interest in these programs, the school feels that it is important to teach them to the students that want to learn them. However, keeping dedicated staff resources for these programs and having them only teach a small subset of the student population would be inefficient.

To help offset the cost of these classes and help utilize the staff members that they have, the University of Texas at San Antonio is using video teleconferencing (VTC) solutions to connect the classrooms with those at other campuses, such as the University of Texas at Arlington. Utilizing VTC, online communities and other avenues, the professors can teach to full classes of students aggregated from campuses across the state without the need for either party to travel.

Enabling students to explore and discover foreign cultures can be just as important to their education as the learning of a foreign language. Unfortunately, study abroad programs can be expensive – possibly too expensive for students in this difficult economy.

To help overcome this problem, the University of Texas at El Paso is using these same VTC solutions to help deliver cultural experiences to students without the need for expensive travel. Utilizing VTC and online Ning communities, the university has been connecting students with their peers in other countries, half a world away.

One example given by Sunay involved connecting the university’s students with students from Australia. An online Ning community allowed the students to interact online, and VTC was used to bring the two communities together. Using VTC, students were able to digest lectures together and share content. They were also able to learn about each other’s cultures and dispel stereotypes and misconceptions.

By utilizing VTC in conjunction with other technologies, the University of Texas has been able to better prepare their students for a global economy – even while education institutions struggle through a difficult economy.
Major changes are coming for the 72 television video monitors at the downtown and main UTSA campuses. The monitors provide informative digital signage about campus events and deadlines.

The UTSA Provost Office has organized a committee to review the placement and effectiveness of the on-campus digital signage. They will suggest changes in the next few months.

Each monitor allows for approximately 10 to 15 seconds to grab attention, thus necessitating a need for clear, concise content.

One issue faced by OIT with digital signage on campus is that there isn’t a standard model that all departments can purchase.

The capabilities of the media players are splintered, with some monitors lacking the same durability or quality as others.

Select monitors on campus don’t support audio, and the ones that can output sound don’t regularly play video content.

**Ernest Hernandez**, Director of Video Technology at OIT, said that one step towards efficiency will be hiring a third-party vendor to inspect the monitors to see if they’re faulty or outdated. He describes this inspection as a “one-time doctor’s report on the health of the network.” OIT will then start a communication campaign recommending new equipment for university departments to purchase, which will be a push towards standardization.

Changes like less static images and more student-driven video content are also on the way.

One suggestion is to have student-made videos broadcast across campus. “Float stuff out there, see if it’s working and experiment,” Hernandez said.

**Hernandez** praises how creative UTSA students are with online video services like YouTube and Vine.

“The coolest thing to do with digital signage is to open it up to students,” says Hernandez. “I’d really like another outlet for them to put it on.”

Lectures from professors or guest speakers could also be broadcast. For example, students who can’t attend Randi Zuckerberg’s social media presentation this week could catch her entire speech while eating lunch in the UC. Lectures could be played outside the corresponding department, giving a second chance for students to take notes.

Hernandez believes that interest from students is important to validating changes OIT is in the process of making.

“If students want to put content on there, then we know digital signage is working.”
February 5, 2014

(Feb. 5, 2014) -- The UTSA Black Faculty and Staff Association will host the 2014 Black History Knowledge Bowl at 6 p.m., Tuesday, Feb. 18 in the University Center Denman Room (2.01.28) on the Main Campus. Teams will compete in a double elimination tournament to find out which team knows the most about African-American history. The top three teams will share a cash prize totaling $2,100.

This event is open only to currently enrolled UTSA students. Team registration is available at Roadrunner Express in the University Center. The deadline to enter the competition is 6 p.m., Monday, Feb. 17. The cost is $5 per person with a minimum of three and a maximum of five players on a team. For more information, email Mallory Banks or Tony Daniels.

The objective of the Knowledge Bowl is to foster an environment of interactive learning and expansion of historical knowledge of American history through the efforts of African-American contributors. The Black History Knowledge Bowl is an official program during UTSA Black History Month festivities.

Students of all backgrounds are encouraged to learn about innovative, musical, political, social, linguistic and other contributions of African-Americans that shape and support society as a whole today and affect the UTSA community culture. Students are empowered by identifying with historical figures from ethnic backgrounds of underrepresented populations.

The event is sponsored by Sonja Lanehart, professor and Brackenridge Endowed Chair of Literature and the Humanities, African American Studies; John Frederick, provost and vice president for academic affairs; Office of the President; Office of Information Technology; Student Center for Community Engagement and Inclusion; African American Literatures and Cultures Institute; Department of English; College of Architecture; Honors College; College of Sciences; College of Liberal and Fine Arts; College of Engineering; College of Business and College of Public Policy.

Photo: Vanessa Hammler Kenon, Ed.D., served on the committee for the Black History Knowledge Bowl in which several OIT work-study students participated

From left to right:
Vanessa Hammler Kenon, Ed.D., Assistant Vice Provost IT
Douglas Washington, Academic Advisor
Lawrence Williams, Ph.D., Vice Provost and Dean of University College
UTSA and UTEP to host 10th annual Online Learning Conference

By: KC Gonzales | Featuring: Mayra Collins | February 21, 2014

(Feb. 21, 2014) -- The University of Texas at San Antonio (UTSA) and the University of Texas at El Paso (UTEP) will co-host the 10th annual Innovations in Online Learning conference in an effort to bring educators and industry professionals together to advance the state of online learning in higher education. The conference will be May 21-23 at the Hyatt Regency Riverwalk hotel, San Antonio, Texas.

“Online learning gives students access to a top-tier experience,” said Mayra Collins, UTSA Online Learning staff member and co-chair for this year’s conference. “We must continually find ways to adapt and enhance curriculum and teaching to create engaging, effective learning environments for students who have grown up in a digital environment. This evolution is what this conference is all about.”

The conference keynote speakers are Marni Baker Stein, chief innovation officer at the University of Texas System Institute for Transformational Learning, and Robbie Kendall-Melton, associate vice chancellor of e-learning and emerging mobilization technology for the Tennessee Board of Regents. They will discuss current educational affairs, focusing on the future of educational technology.

The Innovations in Online Learning conference is designed for higher education faculty, staff and students who are engaged in any level of online learning. The conference program will include presentations, panels and roundtable discussions on the topics of learning spaces, teaching and learning, students and faculty services, instructional design, administration, and policies and technology.

Early bird registration runs through April 4. For more information and to register, visit the IOL Conference website www.iolconference.org.
Board Meeting: TASSCC
Texas Association of State Systems for Computing and Communications
Austin, TX | February 21, 2014 | Presenter(s): Kenneth Pierce

TASSCC Board Member
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Biography

Kenneth Pierce currently serves as the Vice Provost for Information Technology and Chief Information Officer for The University of Texas at San Antonio (UTSA). He is responsible for leading and overseeing the Office of Information Technology in support of enterprise applications, infrastructure, academic computing, research computing and user support. Mr. Pierce also leads efforts to develop strategic technology plans, identify emerging technology needs across the institution, and establish annual technology priorities in support of the university’s strategic goals. The CIO reports to the Provost and is the principal advisor to the deans and university leadership team on all issues pertaining to information technology.

Mr. Pierce, a native of Houston, earned a Bachelor of Science degree in Mechanical Engineering from the University of Houston and a Master of Science degree in Information Technology from Capella University. In his career, Mr. Pierce has performed a wide variety of job duties, including research and development, departmental management, project management and personnel training. He has been employed by small start-up companies as well as by industry giants Boeing, General Dynamics and Microsoft. In 2002, Mr. Pierce joined the Information Technology division at the University of Texas at El Paso, and became UTEP’s first Chief Information Officer. In 2009, after a nationwide search, Mr. Pierce was selected as UTSA’s Vice Provost for Information Technology and Chief Information Officer.

Mr. Pierce’s interests include writing and teaching. Mr. Pierce has taught business and technology courses at the Santa Teresa, NM campus of the University of Phoenix, and for the Online MBA program at UTEP and UTSA. Mr. Pierce holds several certifications, including Microsoft Certified Solutions Developer (MCSD), Microsoft Certified Systems Engineer (MCSE) and Project Management Professional (PMP) from the Project Management Institute (PMI).
(March 6, 2014) -- The Information Systems Security Association (ISSA) has named UTSA Associate Professor Greg White and Senior Information Security Analyst Chip Meadows among its newest class of Distinguished Fellows. White and Meadows were among seven people nationwide to receive the honor, presented recently at a reception in San Francisco.

White entered the U.S. Air Force in 1980, retiring in 2010 as a colonel in the U.S. Air Force Reserve. He joined UTSA as the technical director of the Center for Infrastructure Assurance and Security (CIAS) in 2001 and became the director in 2005. The CIAS offers cyber security preparedness exercises and training to educate U.S. governments and organizations. It also founded and organizes the National Collegiate Cyber Defense Competition, which has grown to become the nation’s largest collegiate cyber security challenge. White has served as a faculty member in both UTSA information systems and computer science departments. He is currently an associate professor of computer science.

In the UTSA Office of Information Security, Meadows leads the team that is responsible for securing the perimeter of UTSA networks. He has more than 25 combined years in the information technology security, audit and compliance, and information technology spaces and has served in the financial services, academic, military, medical and retail sectors.

He is a sought-after speaker and has presented at numerous local, national and international conferences as well as various certification preparatory workshops. He is a past president of the Alamo ISSA chapter and the San Antonio chapter of the Information Systems Audit and Control Association.

ISSA is an international community of cyber security professionals dedicated to advancing managing technology risk, protecting critical information and infrastructure, and promoting professional growth. Twice each year, it recognizes a class of Fellows and a class of Distinguished Fellows for their efforts in advancing the professionalism, stature and influence of information security professionals. Distinguished Fellows must have 12 or more years of ISSA membership to their credit including significant time as ISSA association leaders and 10 years of documented exceptional service to the security community.

Just a week ago, UTSA was named the top university in the nation for its cyber security programs, according to a survey conducted by the Ponemon Institute for Hewlett-Packard.

Additionally, UTSA is a recognized leader in infrastructure assurance and security by the National Security Agency and the U.S. Department of Homeland Security.

Chip Meadows joined the Office of Information and Security in 2012.
#Summary

**#HigherEdNext**

In 2013, the Gates Foundation launched an RFP to boost innovation and to strengthen partnerships between higher ed institutions and vendors of Integrated Planning and Advisory Services (IPAS) technologies. Come and learn more about the implementation of these technologies from a group of institutions actively engaged in rolling them out.

**Speakers**

Jeff Snell - Alvarez & Marsal - Sr Dir  
Kenneth Pierce - The University of Texas at San Antonio - Vice Provost for Information Technology & CIO  
Mark Amos - Southern Illinois University - Assoc Provost  
Melissa Biegert - Austin Community College - Dir, IPAS/ECHS Projects

**Event Type: Sessions**

Category: Panel Discussion  
Theme: HigherEd Next Series hosted by the Bill & Melinda Gates Foundation  
Tags: Retention, Student Success, Higher Education

**Kenneth Pierce**

Quick Bio

Kenneth Pierce currently serves as the Vice Provost for Information Technology and Chief Information Officer for The University of Texas at San Antonio (UTSA). He is responsible for leading and overseeing the Office of Information Technology in support of enterprise applications, infrastructure, academic computing, research computing and user support. Mr. Pierce also leads efforts to develop strategic technology plans, identify emerging technology needs across the institution, and establish annual technology priorities in support of the university’s strategic goals. The CIO reports to the Provost and is the principal advisor to the deans and university leadership team on all issues pertaining to information technology.

Mr. Pierce, a native of Houston, earned a Bachelor of Science degree in Mechanical Engineering from the University of Houston and a Master of Science degree in Information Technology from Capella University. In his career, Mr. Pierce has performed a wide variety of job duties, including research and development, departmental management, project management and personnel training. He has been employed by small start-up companies as well as by industry giants Boeing, General Dynamics and Microsoft. In 2002, Mr. Pierce joined the Information Technology division at the University of Texas at El Paso, and became UTEP’s first Chief Information Officer. In 2009, after a nationwide search, Mr. Pierce was selected as UTSA’s Vice Provost for Information Technology and Chief Information Officer. Mr. Pierce’s interests include writing and teaching. Mr. Pierce has taught business and technology courses at the Santa Teresa, NM campus of the University of Phoenix, and for the Online MBA program at UTEP and UTSA.

Mr. Pierce holds several certifications, including Microsoft Certified Solutions Developer (MCSD), Microsoft Certified Systems Engineer (MCSE) and Project Management Professional (PMP) from the Project Management Institute (PMI)
Technologies to Improve College Completion

Wednesday, March 5
1:30PM - 2:30PM
Hilton Austin Downtown Salon H
500 East 4th Street

POSTSECONDARY SUCCESS

Jeff Snell
Alvarez & Marsal - Sr Dir

Kenneth Pierce
The University of Texas at San Antonio - Vice Provost for Information Technology & CIO

Mark Amos
Southern Illinois University - Assoc Provost

Melissa Biegert
Austin Community College - Dir, IPAS/ECHS Projects

Summary

#HigherEdNext

In 2013, the Gates Foundation launched an RFP to boost innovation and to strengthen partnerships between higher ed institutions and vendors of Integrated Planning and Advisory Services (IPAS) technologies. Come and learn more about the implementation of these technologies from a group of institutions actively engaged in rolling them out.

Event Type: Sessions
Category: Panel Discussion
Theme: HigherEdNext Series hosted by the Bill & Melinda Gates Foundation
Tags: retention student success higher education
2nd Annual San Antonio IT Executives of the Year Award Winners Announced

Vice Provost of IT and CIO Kenneth Pierce, was selected for the IT Executive of the Year Award Public Sector. The award was presented at InnoTech, the region’s largest IT & innovation technology conference. The award recognized two of the best and brightest in the field of Information Technology on Wednesday, April 2.

The award honors one CIO from the private sector and one from the public sector.

Link(s):
• See full article on page: 32

San Antonio IT Executive of the Year Award Public Sector

Vice Provost of IT and CIO Kenneth Pierce, was named the 2014 IT Executive of the Year - Public Sector by InnoTech. Pierce was honored at the North San Antonio Chamber CIO luncheon and at the InnoTech After Party at the San Antonio Spurs game.

The InnoTech IT Executive of the Year Award is presented to a leader in the public sector and the private sector. As the largest business and technology conference in South Texas, the annual InnoTech conference brings together IT leaders from throughout the region.

Link(s):
• UTSA Today direct link: http://www.utsa.edu/today/2014/04/kennethpierce.html
• TMNet.com: http://www.tmcnet.com/usubmit/2014/03/31/7753403.htm
• InnoTech Conference page: http://www.innotechconferences.com/sanantonio/
• Archive Photos: http://tinyurl.com/k3gpo5p
• See full article on page: 34 - 35
The Convergence of the CIO and CMO

Vice Provost for Information Technology Kenneth Pierce participated in “The Convergence of the CIO and CMO” panel at the InnoTech conference. The panel discussed IT resources and marketing initiatives.

InnoTech is an annual conference and exhibition specifically for business and technology executives. It highlights the region’s innovation and technology development opportunities by showcasing pioneering products and services. InnoTech is designed to be a comprehensive and collaborative regional technology event.

Link(s):
- InnoTech Panel link: http://www.innotechconferences.com/sanantonio/?page_id=255
- Archived Photos: http://tinyurl.com/orl57v3
- See full article on page: 34 - 35

American Educational Research Association (AERA) Meeting

Assistant Vice Provost Vanessa Hammler Kenon, Ed.D., and Associate Vice Provost Sunay Palsole, Ph.D., moderated and participated in roundtable and paper session discussions during the AERA meeting.

Vanessa Hammler Kenon, Ed.D., moderated the following sessions:

» “Workplace Learning”

» “Reporting, Measuring, Tracking, and Reaching Students with Emerging Technology”

» “The Multifaceted Dimensions of Leadership Disposition”

Sunay Palsole, Ph.D., moderated the following sessions:

» “Informal Learning Environments”

“The AERA Annual Meeting is the largest gathering of scholars in the field of education research. It is a showcase for ground-breaking, innovative studies in a diverse array of areas ....[and] is where to connect with leading thinkers from the U.S. and around the world.” - AERA.net

Link(s):
- AERA Home page: http://www.aera.net/
- See full article on page: 36
The Take: UTSA goes hi-tech and the Smithsonian gets a facelift

UTSA’s upgraded campus-wide printing system PrintSpot was featured in the San Antonio Business Journal. The technology implemented by OIT allows students to access printers remotely using mobile devices such as laptops.

PrintSpot allows students to print documents from anywhere on campus and pick them up at one of over fifty printers across the UTSA campuses.

Link(s):
• See full article on page: 37

United States Distance Learning Association - National Conference

Associate Vice Provost Sunay Palsole, Ph.D., and Director of Online Learning Michael Anderson presented at the USDLA National Conference Connecting Pathways to Learning.

On May 5, Palsole presented “How to Build Strategic Partnerships - the Right Way.” During this session, the presenters engaged attendees in conversation about lessons learned and how to get the most out of the relationships you invest in most.

On May 6, Palsole presented “It’s All in the Data! Alternative Strategies to Engage the Campus in Online Learning.” During this session, he shared with attendees his experience creating datasets, developing models, and preliminary results of the program.

Palsole and Anderson presented “Adding Game Elements To Online Courses - It’s Not That Hard.” During this session they shared three key strategic for adding game elements to online courses.

Link(s):
• USDLA Home page: http://www.usdla.org/default.asp
• See full article on page: 38
TechEd: Women in Technology

Assistant Vice Provost Vanessa Hammler Kenon, Ed.D., participated in a panel discussion with the theme “Breakthrough: Overcoming Obstacles to Success” during the TechEd 2014 conference.

The panel discussed both internal and external career obstacles. Additionally, panelists shared their experiences navigating obstacles and strategies for breaking through barriers and achieving career goals.

TechEd North America provides technical education, product evaluation, and community resources to plan, architect, deploy, manage, and secure a connected enterprise. Technology professionals meet to increase their technical expertise through deep hands-on technical learning and the sharing of best practices, as well as interaction with Microsoft and a variety of industry experts and their peers.

Link(s):
- UTSA Today: http://utsa.edu/today/2014/05/panelistkenon.html
- WN.com: http://article.wn.com/view/2014/05/22/UTSAs_Vanessa_Kenon_serves_on_Women_in_Technology_panel_at_M/
- Archive Photos - Microsoft photographer (saved in SharePoint): http://tinyurl.com/q7319c8
- See full article on page: 40 - 41
Starfish Congratulates Seven Community Members for Their Progress in the Research-Based Integrated Planning and Advising Services (IPAS) Initiative

Vice Provost of IT and CIO Kenneth Pierce, Assistant Vice Provost Vanessa Hammler Kenon, Ed.D., and CIO Project Coordinator Angel Olivarez attended the Gates Integrated Planning and Advising Services (IPAS) Meeting from May 19 - 21 in Washington, D.C.

Seven of the nineteen higher education institutions that received the grant have used it in part to implement Starfish. The meeting was an opportunity for the institutions participating in the IPAS initiative to provide updates on their programs.

Link(s):
- PR Web: http://www.prweb.com/releases/2014/05/prweb11866997.htm
- See full article on page: 42

Innovations in Online Learning (IOL) Conference

The 2014 IOL conference was hosted from May 21 - 23 at the Hyatt Regency Hotel in downtown San Antonio. IOL is held in an effort to bring educators and industry professionals together to explore digital learning innovation and good practices in the field.

» Vice Provost of IT and CIO Kenneth Pierce presented “Case Study: Gamification of an Online Course”

» Director of Video Production Ernest Hernandez presented “Why Filmmaking is Better Than Video Production for Educators”

» Video Producer Jose Carrillo presented “Tips and Tricks for your Chromebook” and “YouTube: Create and Upload Videos For Your Online/Hybrid Course”

» Instructional Development Specialist Diana Amis presented “With Just a Flip of the Classroom”

Link(s):
- Archived Photos: http://tinyurl.com/pfrzsbq
- See full article on page: 43
Email in the cloud – just a first step for UTSA

Executive Director of Enterprise Systems Bryan Wilson published an article for the North Chamber Technology Council Newsletter discussing how UTSA’s experience embracing the cloud-based version of Exchange in the Microsoft Office 365 productivity suite improved performance and saved money.

The North Chamber Technology Newsletter provides information on emerging topics in the technology industry and facilitates networking by connecting leaders in the industry who can share their experiences with other organizations in the local area.

Link(s):
- See full article on page: 44 - 45
APRIL - MAY - JUNE

QUARTER 2
EXPANDED
With thousands of IT professionals now working and living in San Antonio, those making an impact deserve public recognition and InnoTech, the region's largest IT & innovation technology conference, will recognize and award two of the best and the brightest in the field of Information Technology on Wednesday, April 2. The 2nd Annual San Antonio IT Executive of the Year Awards will be presented by InnoTech San Antonio on April 2 at the Henry B. Gonzalez Convention Center. Recipients are being honored in the categories of Private and Public Sector IT Executives. The following recipients were selected for their leadership as demonstrated through their innovation, creativity, impact and delivery.

IT Executive of the Year Award Winner Private Sector
Manish Kapoor, Senior Vice President and Chief Information Officer, NuStar Energy

IT Executive of the Year Award Winner Public Sector
Ken Pierce, Chief Information Officer, The University of Texas at San Antonio (UTSA)

“I believe this award embodies the spirit of San Antonios growing technology community and those people and organizations making a difference, said InnoTech Executive Director Sean Lowery”

Manish has shown unparalleled leadership in our IT Department, said NuStar President & CEO Brad Barron. He is also an indispensable member of the executive management team, and he is integral to NuStar’s strategic vision, planning and implementation.

The winners will also be recognized on center court at the April 2nd San Antonio Spurs game prior to tip-off and at the North Chamber CIO Panel Luncheon.

More about InnoTech
The 7th annual InnoTech San Antonio conference assembled the leading business and technology executives in the region for a day of answers to IT issues, real world case studies and a chance to see the latest products and solutions to support business. InnoTech is an opportunity for attendees to meet and interact with those leaders driving the IT industry in South Texas. InnoTech conferences are also held in Oklahoma City, Oklahoma, Austin, Texas, Dallas, Texas and Kansas City, Missouri.

For more information about InnoTech San Antonio IT Executive of the Year Awards, please visit http://www.innotechsat.com or contact either Matt Scherer, mattscherer@gmail.com, or Tracy Callison at tracyc@prosperaevents.com.
2015 IT Executives of the Year Award Nominations

Nominations for the 2015 InnoTech San Antonio IT Executives of the Year awards are now open. Click here to nominate someone. These recipients will be honored at the N. San Antonio Chamber CIO luncheon.

Congratulations to the 2014 winners:
Manish Kapoor, Senior Vice President and Chief Information Officer for NuStar Energy - IT Executive of the Year for the private sector.

Ken Pierce, Chief Information Officer for the University of Texas at San Antonio - IT Executive of the Year for the public sector.
Conference: InnoTech
The Convergence of the CIO and CMO Panel
San Antonio, TX | April 2, 2014 | Panelist: Kenneth Pierce

Panelists from left to right:
- Rich Dave, Executive Director, Business Digital Marketing, Dell
- Fred Hagerman, Sr. Vice President/CMO, Firstmark Credit Union
- Steve High, CIO Executive Advisor, Gartner
- Kenneth Pierce, Vice Provost for IT and CIO, The University of Texas at San Antonio

From left to right: Steve High and Kenneth Pierce
InnoTech Conference
San Antonio IT Executive of the Year Award Public Sector
San Antonio, TX | April 2, 2014 | Awarded: Kenneth Pierce

(April 4, 2014) -- InnoTech has named Kenneth Pierce, UTSA vice provost for information technology and chief information officer, as the 2014 IT Executive of the Year for the public sector. Pierce was honored Wednesday at the North San Antonio Chamber CIO Luncheon as well as at the San Antonio Spurs basketball game.

InnoTech is the largest business and technology conference in South Texas held annually at the Henry B. Gonzalez Convention Center.

“InnoTech is excited to recognize the accomplishments of San Antonio’s technology community and a fantastic leader such as Kenneth Pierce for the IT Executive of the Year Award. He is very deserving of this award and recognition,” said Sean Lowery, director, InnoTech San Antonio Conference.

Pierce joined UTSA in 2009, and as CIO, he is responsible for leading and overseeing the Office of Information Technology in support of enterprise applications, infrastructure, academic computing, research computing and user support. Pierce also oversees efforts to develop strategic technology plans, identify emerging technology needs across the institution and establish annual technology priorities in support of the university’s strategic goals.

Under his leadership, UTSA has undergone a $1 million wireless network upgrade; developed InSight, a management dashboard that allows all colleges and departments to manage their computer assets proactively; rebuilt the systems infrastructure and university data center; secured two Bill and Melinda Gates Foundation grants; and developed a Research Data Center to support the university’s progress toward being recognized as a Tier One research institution.
The Power Of Education Research For Innovation Policy And Practice

Philadelphia, PA | April 3 - 7, 2014 | Moderator(s): Sunay Palsole, Ph.D., & Vanessa Hammler Kenon, Ed.D.
The Take: UTSA goes hi-tech and the Smithsonian gets a facelift

By: Mike W. Thomas | Featuring: PrintSpot | April 11, 2014

The Wright Brothers aircraft is on display at the National Air and Space Museum in Washington, D.C.

The Take is a recurring blog that will feature a daily rundown of news and views of interest to San Antonio.

**Hi-tech printing**
The University of Texas at San Antonio has upgraded its campus-wide printing system with new high-tech machines that can be accessed by students remotely using their laptops.

Students can now print documents from anywhere on campus and pickup the finished documents at one of the 51 new printers across the campus. The new system is called PrintSpot and uses a program that students load on their laptops to control print jobs from a central queue. Mobile printing will be introduced later this year.

**Smithsonian facelift**
The National Air and Space Museum in Washington, D.C., part of the Smithsonian Institution, is getting a major updating and renovation thanks to a $30 million private donation by aerospace giant Boeing Co.

The museum, established in 1946, holds the largest collection of historic aircraft and spacecraft in the world. The improvements will update the exhibit with a more streamlined 21st-century look better suited to today’s visitors, officials say.

“We’re grateful to Boeing for this magnificent contribution. It will enable us to create an exciting new exhibition concept inspired by innovators, from the Wright brothers to today’s space explorers, and to develop educational experiences for generations of innovators to come,” says Gen. J.R. “Jack” Dailey, the museum’s director.

The renovations should be completed by 2016 in time to mark the museum’s 40th anniversary.

**Recall-a-palooza**
Toyota Motor Corp. and General Motors Co. have put the U.S. on a record pace this year for the number of automotive recalls.

Toyota announced recently that it is recalling nearly 1.8 million vehicles in the U.S. to fix a number of problems including some airbags that might not inflate.

So far this year, automakers in the U.S. have recalled about 9 million vehicles. General Motors has recalled about 5.6 million cars and SUVs in the U.S. this year, while Toyota was at 2.85 million. If that pace continues, the nation will break the record of 30.8 million recalled vehicles set in 2004.

**Sebelius calls it a day**
In other news, Health and Human Services Secretary Kathleen Sebelius is resigning after serving as the public face of the Affordable Care Act during its difficult transition period. The former governor of Kansas took heat during the health care law's botched rollout, but stayed around long enough to see it meet and exceed its initial signup goals. Earlier this month, the White House announced that 7.1 million people had signed up on federal or state exchanges for coverage under the health care law.

President Obama is expected to nominate his budget director, Sylvia Mathews Burwell, to succeed Sebelius in the post.

**Final Take**
And the really BIG NEWS the other day was the announcement by CBS that Comedy Central star Stephen Colbert will replace David Letterman after he retires next year as host of The Late Show. That means Colbert will be ending his popular show that spun out of Comedy Central's The Daily Show.

But the question remains whether Colbert will continue to play the role of a faux conservative media star when he makes the transition. The announcement upset some real conservatives including talk show host Rush Limbaugh who does not appreciate Colbert’s schtick that often mocks conservative political views.
It’s All in the Data! Alternative Strategies to Engage the Campus in Online Learning  
Presented by: Sunay Palsole, Ph.D. (The University of Texas at San Antonio)  
Constituency: HE

The typical campus engagement in online learning starts from a growth of courses lead by early adopters, to strategic program development when the critical mass of courses is reached, and subsequently into increasing geographic reach and revenue drive expansion. Each step of the process faces challenges with engaging faculty in online course development.

The market driven strategy for engagement can work quite well depending on the readiness of the faculty. On our campus we discovered that engaging the faculty in online learning needed a different data driven strategy that was purely focused on existing students, resulting in the development of a student based strategic need model that shows some signs of success. This session focuses on the dataset we created, the model we developed and preliminary results.

How to Build Strategic Partnerships - the Right Way  
Presented by: Darcy Hardy (Blackboard), Rob Robinson (Blackboard), and Sunay Palsole, Ph.D. (The University of Texas at San Antonio)  
Constituency: ALL

Having spent over a combined 70 years in public higher education, these distance and e-learning experts have learned many lessons about partnerships with universities, colleges, associations, and vendors.

*What does it take to make a partnership more strategic and less perfunctory?*
*How do you get colleges and universities to collaborate?*
*How do you convince your vendor partners that you need more service and less technology?*

Join us for a lively conversation about lessons learned and how to get the most out of the relationships you invest inmost - yours.

Adding Game Elements to Online Courses: It’s Not That Hard!  
Presented by: Michael Anderson, Sunay Palsole, Ph.D., and Josef Varga (The University of Texas at San Antonio) Constituency: ALL

A common misperception among faculty members is that quality online courses must utilize small student-instructor ratios in order to compensate for the absence of face to face feedback. This session dispels that myth by suggesting a course design that provides scalability and engagement through the incorporation of game-based strategies.

Come learn three strategies for easily adding game elements to your online course
1:45 p.m. - 2:30 p.m.

A103: Streaming Deployments in Higher Education

Video in the classroom isn’t a new concept, but as streaming media becomes a mainstream staple in the household, it’s only natural for the technology to trickle into education. This session will explore how universities are bringing live and VOD streaming into the classroom, including a closer look at how its being deployed, which use cases are showing the best success and best practices that should be followed.

Moderator: Chris Knowlton, Vice President and Streaming Industry Evangelist, Wowza Media Systems

Speaker: Gary Powell, Technology Analyst, The University of Toledo

Speaker: Ernest Hernandez, Director, Video Technology, The University of Texas at San Antonio

Speaker: Christopher Miano, Sr. Technology Support Specialist, Online & Digital Learning, Temple University

Speaker: Andrew Page, Manager, Integrated Audio and Video Engineering, Cornell University
Conference: TechEd North America 2014
Women in Technology
Houston, TX | May 14, 2014 | Panelist: Vanessa Hammler Kenon, Ed.D.

WOMEN IN TECHNOLOGY LUNCHEON | Breakthrough: Overcoming Obstacles to Success
Date: May 14, 2014 from 11:45AM to 1:15PM | Day 3 | Hilton L4 Grand Ballrm ABC | WIT01
Speakers: Lindsay Berg, Kimberly Johnson, Vanessa Kenon, Lori Lamkin

Avg Rating: 0 | 1,983 Views

Women in Technology
Breakthrough: Overcoming Obstacles to Success

Lindsay Berg, Sr. Product Marketing Manager, Cloud & Enterprise, Microsoft
Kimberly Johnson, Group Program Manager, Xbox Entertainment Services, Microsoft
Vanessa Kenon, Assistant Vice Provost IT and Business Operations Manager for The University of Texas at San Antonio
Lori Lamkin, Director of Program Management for Visual Studio Cloud Services, Microsoft

1 hour, 31 minutes, 25 seconds
UTSA’s Vanessa Kenon is panelist at Microsoft conference on women in technology


(May 22, 2014) -- Vanessa Hammler Kenon, Ed.D., UTSA assistant vice provost, participated in a panel discussion at the Microsoft TechEd 2014 Women in Technology conference luncheon May 14 in Houston. With the theme “Breakthrough: Overcoming Obstacles to Success,” the event was sponsored by the Microsoft Server and Tools Marketing Group.

More than 400 people attended the event to hear the panelists speak and answer audience questions. The panel included Kimberly Johnson, group program manager for Xbox Entertainment Services at Microsoft; Lindsay Berg, senior product marketing manager for Microsoft; and Lori Lampkin, director of program management for visual studios cloud services at Microsoft.

The panelists discussed how they became interested in technology and how they manage life, family and hobbies while maintaining busy schedules. Discussion centered on their biggest career obstacles and whether technology trends create new opportunities for women.

Kenon and the panelists answered audience questions on a range of topics, with laughter filling the room as they discussed the differences between being bossy and assertive as well as stereotypes women face as technology managers.

“Serving on the Women in Technology panel was a wonderful opportunity to openly discuss the challenges women face working in the technology field today,” said Kenon. “The chance to work with top executives from Microsoft on this project made the experience extra special and the audience more than doubled over last year at this major global conference, showing the growth and impact women are now making in the technology field.”

The luncheon was at Microsoft’s premier and largest conference in North America that hosted more than 10,000 participants from around the world.
Article: IPAS

Starfish Congratulates Seven Community Members for Their Progress in the Research-Based Integrated Planning and Advising Services (IPAS) Initiative

San Antonio, TX | May 20, 2014

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Starfish Retention Solutions, Inc., a leading student success company, announced today that seven of its client institutions are participating in the May 19-21, 2014 meetings of the Integrated Planning and Advising Services (IPAS) initiative, funded by the Bill & Melinda Gates Foundation. The grant program is designed to identify methods that effectively scale student success programs.

The meetings are an opportunity for all of the institutions participating in the IPAS initiative to provide updates on their respective programs. Seven of the 19 institutions that received a $100,000 grant utilized a portion of the grant funds to implement, enhance, or integrate with the Starfish® Enterprise Success Platform. These institutions include:

- Austin Peay State University
- Montgomery County Community College
- Morgan State University
- Northeast Wisconsin Technical College
- Prince Georges Community College
- Queensborough Community College, a college of The City University of New York (CUNY)
- University of Texas at San Antonio

“We have been very impressed with both the Starfish platform as well as the company’s commitment to ensuring our institutions success in using the technology, said Karen Stout, Ph.D., president of Montgomery County Community College. “While student success is the responsibility of everyone on campus, we have been very pleased by how our faculty members have responded to using the Starfish platform to share their concerns for at-risk students. We also appreciate how open Starfish is to listening to our needs and supporting our involvement in important initiatives like the IPAS program, which will help a lot of institutions scale their student success efforts.

Through the efforts of the grantee institutions, the IPAS initiative is working to uncover proven approaches that result in improved student retention, progression and graduation; reduced time to degree and excess credit hours; and improved allocation of scarce institutional resources. The grant initiative, which began in 2013, is specifically looking at solutions that support enhanced degree planning, coaching and advising, and early alert and risk targeting. The research is being supported by analysis from the Community College Research Center, the Predictive Analytics Reporting Framework and other leading higher education consultants.

Colleges and universities are working as hard as they can to address their goals for improving student success. But so often they are asked to take on new projects on top of current efforts, resulting in what faculty and staff describe as death by initiative, noted Beth Davis, managing director for the Predictive Analytics Reporting Framework. Throughout our work supporting the IPAS institutions, project staff have consistently described the Starfish platform as easy to adopt and implement. We are looking forward to the opportunity to support these institutions as they measure the reach and impact of their Starfish implementations so these positive results can truly be scaled.
Conference

Innovations in Online Learning Conference

San Antonio, TX | May 21 - 23, 2014 | Presenter(s): Diana Amis, Jose Carrillo, Ernest Hernandez, & Kenneth Pierce

PECAN

Why Digital Filmmaking is Better than Video Production for Educators

The tumultuous relationship between educators and video is one which has endured over time, and has dissuaded many teachers from using video production as a teaching and learning tool. This presentation is designed to change attitudes in video production by introducing the concept of digital filmmaking.

Track: Technology
Presenter: Ernest Hernandez, Univ. of Texas at San Antonio

PECAN

YouTube: Create and Upload Videos for Your Online/Hybrid Course

This course will show you how to use your smartphone/tablet to record and edit video, upload the video to YouTube, and how to make the video private or unlisted, as well as other tips and tricks.

Track: Technology
Presenter: Jose Carrillo, Univ. of Texas at San Antonio

PECAN

Tips and Tricks for Your Chromebook

Find out tips and tricks to use the Chromebook, from checking the BIOS version you are presently running to figuring out where the Caps Lock is?

Track: Teaching and Learning
Presenter: Jose Carrillo, Univ. of Texas at San Antonio

PECAN

Case Study: Gamification of an Online Course

Creating a motivating and engaging online course is a challenge, and this case study shows how Gamification techniques can improve student engagement and success.

Track: Teaching and Learning
Presenter: Kenneth Pierce, Univ. of Texas at San Antonio

MESQUITE

With Just a Flip of a Classroom!

The NMC Horizon Report: 2014 Higher Education Edition rated the Flipped Classroom as one of the newest models of teaching that will be hitting Higher Education classrooms in the next few years. So, what is the flipped classroom all about? What would be the benefits for my students and me?

Track: Teaching and Learning
Presenter: Diana Amis, Univ. of Texas at San Antonio
In 2012, the University of Texas at San Antonio (UTSA) took advantage of Microsoft’s offer to host its Exchange environment in Office 365 at no cost through its existing licensing agreement. College officials recognized the change would be a catalyst for a major overhaul of the university’s business and academic processes.

“We live in an interconnected world and are in the midst of an exciting metamorphosis of education infrastructure,” explained Ken Pierce, Vice Provost of Information Technology and Chief Information Officer (CIO). “We knew the collaboration-friendly online version of Office 365 would have great appeal in our college environment.” The Office of Information Technology successfully migrated more than 8,000 email accounts to the Microsoft managed environment. Faculty and staff saw their individual mailbox capacity jump from five (5) to 50 gigabytes (GB).

UTSA remains pleased with its decision to take advantage of the cloud-based version of Exchange in the Microsoft Office 365 productivity suite. Moving the exchange environment to the cloud brought significant cost savings to UTSA compared to hosting it on campus.

“By using Office365, UTSA is able to take advantage of the cloud to host the core components and files created by users, saving space on their server and client systems, while also reducing the management burden on the IT department,” explained Pierce. He estimated the move to Office 365’s Exchange Online will save the university close to $400,000 over three years. Additional benefits include lower overhead costs and a smaller carbon footprint.

“UTSA would have allocated one full-time equivalent employee to maintain the university’s email system,” according to Brent League, Director of Data Center Operations. “We are using probably an eighth of a full-time equivalent to support our cloud items.” League estimates the 16 physical servers that would have been required for an on-premise implementation would have cost the university roughly $86,000; and even a mix of virtual and physical servers would have been around $50,000 a year. Had the university upgraded its on-premise equipment, League estimates it would have required about 250 man-hours over 60 to 90 days. Additionally, UTSA has been able to reallocate system space and back up licenses typically needed when backing up systems on premise. With services in the cloud, UTSA’s IT organization is able to focus on its core mission to provide top tier technology to the campus and not commodity services.

The university continues to rapidly roll out Microsoft’s array of cloud-based productivity tools across campus. Along with cost benefits and easy access to software platforms, the move to the cloud has also brought UTSA:

**Lync Online** — Lync was introduced in 2013 to connect people everywhere as part of their everyday productivity experience. Lync enables instant messaging, video calls and online meetings. Many departments across the university are already using Lync for conference calls, meetings, interviews and a variety of other opportunities when staff members are not able to travel between campuses.
SharePoint 2013 Online — UTSA has recently introduced SharePoint 2013 Online which allows faculty and staff members to make changes at any time to documents stored in the cloud. SharePoint is currently used across the UTSA campus to not only share documents, but also for collaboration between departments on student advising and success initiative projects, project dashboards, and communicating information through web blogs. Communications and marketing departments within the university are also utilizing the software for new initiatives, and numerous other projects in the areas of financial management and faculty recruiting are planned for 2015 and 2016.

Unified Messaging — Currently in test and being introduced later this year, Unified Messaging will allow UTSA to connect its on-premise phone system to voice mail services provided by Exchange Online. Voice mails are recorded and stored in the Exchange Online system, allowing users to receive and access their voice messages from any device that can access the internet. In addition to receiving phone messages from any phone, computer or mobile device, Unified Messaging will allow faculty and staff to receive phone messages as emails on their computer; listen to calendar appointments; and place calls from their address book. Daniel Byrd, Director of Communications for Infrastructure Services, said the move has enabled UTSA to take advantage of services that were previously unavailable to the campus. “Once we were provisioned into the Microsoft environment, we were able to roll out additional components like Unified Messaging and Lync quickly. Since we already made the required network changes to establish Exchange Online access, there were minimal provisions needed to implement the Unified Messaging service.”

UTSA became the first university in the University of Texas System to take advantage of Microsoft’s Office 365 offering. “Once other universities caught wind of what UTSA was doing, it resulted in many conference calls with other universities asking us how we liked it and sharing lessons learned from the process,” League said. At the time of the move, not all components of Office 365 were ready for the requirements of a large organization. Limits to file size and storage made them unusable for UTSA. With continual improvements to its cloud services, all of its cloud options are viable and proof that cloud services are becoming more industrial strength.

In an article featuring UTSA’s move to the cloud, Cameron Evans, national technology officer for Microsoft Education, told EdTech Magazine that he is excited about extra features that Microsoft might add down the road. One such idea is hosting Microsoft software inside of a web browser so students can access data from any device, at any time or location. Microsoft also is developing ways for the service to allow users to run third-party apps from within the suite’s tools and to integrate the suite with identity management programs.

“Never before has the role of technology been such a critical enabler to improving each student’s learning and the productivity of education,” Evans summarized.
JULY - AUGUST - SEPTEMBER

QUARTER 3
Adopt Cloud for Improved Efficiency and Productivity

Vice Provost and CIO Kenneth Pierce published an article discussing how organizations can utilize the cloud to improve business processes. Drawing on the experience UTSA has using multiple integrated Microsoft products, Pierce provided insight on how organizations can design solutions that work for them through combining cloud and on premise products.

CIO Review Magazine provides a platform for enterprises to showcase innovative solutions and allows high level executives in enterprises to share their insights to assist technology, and business leaders also analyze information on technology trends and provide a better understanding of the role that enterprise solutions play in achieving business goals.

Link(s):
- CIO Review: http://magazine.cioreview.com/July-2014/MicrosoftSpecial/
- See full article on page: 52 - 53

Blackboard Catalyst Award for Innovation

Kenneth Pierce, course instructor and CIO at The University of Texas at San Antonio (UTSA), and Josef Varga, instructional developer, were awarded the 2014 Blackboard Catalyst Award for Innovation.

The Blackboard Catalyst Award for Innovation is awarded annually and recognizes professionals and organizations that “think outside the box” in areas such as teaching and learning practices.

Blackboard provides innovative technologies and solutions to change how education is done and how knowledge is shared. It is currently the primary method by which instructors and students share assignments, documents, and information.

Link(s):
- UTSA Today: http://utsa.edu/today/2014/07/onlinegradcourse.html
- See full article on page: 54 - 56
Move Over VMWare - Microsoft is Knocking at Your Door:
Utilizing virtualization technology to promote modern enterprise goals

Director of Data Center Operations Brent League and Executive Director of Enterprise Systems Bryan Wilson published an article for the North Chamber Technology Council Newsletter discussing how virtualization technology can be used to reach enterprise goals. League and Wilson shared insight gathered from UTSA’s recent migration to VMWare from Microsoft Hyper-V and provided critical formation for exploring the factors of implementing a virtualization project.

The North Chamber Technology Newsletter provides information on emerging topics in the technology industry and facilitates networking. It connects leaders in the industry who can share their experiences with other organizations in the local area.

Link(s):
• See full article on page: 57 - 58

Texas Association of State Systems for Computing and Communication

Several OIT managers presented at the 2014 TASSCC conference. The TASSCC conference brings together experienced public sector IT professionals and focuses on the unique opportunities and problems they face delivering services.


Executive Director of Enterprise Systems Bryan Wilson and Application Development and Support Manager Patricia Clark presented “Preparing for the ‘Mobile-First’ Student.”

Link(s):
• TASSCC: http://www.tasscc.org/?page=2014Agenda
• TASSCC: http://www.tasscc.org/?page=CraftingaGovernanc
• TASSCC: http://www.tasscc.org/?page=MobileFirst
• See full article on page: 59 - 63
30th Annual Conference on Distance Teaching & Learning

Vice Provost and CIO Kenneth Pierce and Associate Provost of Online Learning Sunay Palsole, Ph.D., presented at the 30th annual conference on Distance Learning and Teaching.

The presentation, “Gamification Strategies for Scaling Efficiency in Online Courses,” discussed how gamification can keep students motivated by using competitive elements and self-directed learning pathways for skill acquisition in courses.

“The Distance Teaching & Learning Conference is recognized internationally for its long history of quality and integrity. For 30 years the conference has helped distance educators and trainers develop innovative and effective practices, navigate rapidly changing technology, and improve teaching methods for effective learner engagement, outcomes, and success.” -https://dtlconference.wisc.edu/

Link(s):
• University of Wisconsin: http://www.uwex.edu/disted/conference/sb_programs_info.cfm
• See full article on page: 64

EFM IT Symposium 2014

OIT Director of Customer Service and Operations Support Ben Garcia presented a session on “Leveraging Cloud Endpoint Backup Strategies to Protect Backup, and Manage End User Data” at the 2014 Executive Function Management IT Symposium.

The session discussed the redevelopment of end-point data management strategies, refocusing its network and staff resources, and implementing a new private cloud backup solution for the enterprise by OIT at UTSA to improve protection, backup, and management of university end user data.

The EFM IT Symposium is a focused platform that streamlines the networking and relationship building amongst IT professionals and technology suppliers.

Link(s):
• EFM Event: http://www.efmevents.com/2014/sanantonio/
• EFM Event: http://www.efmevents.com/2014/sanantonio/agenda.html
• See full article on page: 65
North San Antonio Chamber Business Technology Series

OIT Director of Customer Service and Operations Support Ben Garcia was a panelist at the North San Antonio Chamber Business Technology Series.

The panel session, “Mobile Desktop of the Future,” presented a discussion of workspace solutions including trends in devices, future roadmaps, and apps & productivity. The presentation provided information on how people spend their time both at home and at work and best practices for mobile technology strategies.

Link(s):
- Mobile Desktop of the Future Presentation: http://tinyurl.com/p9ubomd
- See full article on page: 66

Iowa Distance Learning Conference

Adding Game Elements to Online Learning Courses: It’s Not that Hard!

Associate Vice Provost Sunay Palsole, Ph.D., and Director of Online Learning in the Office of Information Technology Michael Anderson presented at the Iowa Distance Learning Symposium. The Symposium, themed “Expanding Horizons: New Approaches to Distance Learning,” provided a platform to share ideas incorporating technology into online and face-to-face classrooms.

The session they presented, “Adding Game Elements to Online Courses: It’s Not That Hard!” provided strategies for incorporating game-based strategies in course design.

Link(s):
- IDLA: http://www.idla.org/?page_id=657
- See full article on page: 67
JULY - AUGUST - SEPTEMBER

QUARTER 3

EXPANDED
Adopt Cloud for Improved Efficiency and Productivity

Kenneth Pierce, Vice Provost & CIO, The University of Texas at San Antonio (UTSA)

have dropped considerably. Getting Lync online with only a few button clicks was a tremendous saver in implementation time and effort. The integration of all these components within Outlook and the Office Suite, coupled with the federation services have a setup which allows us to extend our capabilities outside of our organization and with others within our university system.

Enterprise Focused over Consumer Focused

I believe the key to Microsoft’s success in the enterprise environment is that they “get” the enterprise and have always focused their efforts on enterprise deployments. Many other vendors have really been consumer focused and their products migrated to the enterprise from that point. However, for the most part, they have not won over the hearts of the IT shops in the enterprise. Do I think Microsoft offers the best product in every market they occupy? Definitely not. However, we always have to make decisions on our investments, and realize when something only needs to be “good enough” and not best of class. Because many of Microsoft’s solutions are really extensible platforms, don’t be surprised if you need to purchase one or more add-ons from a third party to meet some of your business or industry-specific requirements. But, the good news is there are probably one or more options to choose from. In other words, don’t assume a Microsoft-only solution will fit 100 percent of you requirements—you’ll need to do some research to validate that.

Cloud Implementation with Office 365

Over the past five years, UTSA has moved from being a multivendor infrastructure environment to streamlining into a smaller set of partners: Microsoft being one of those, as their commitment to (and discounts) to education is one of the best in the industry. UTSA utilizes both on premise and cloud services from Microsoft. Locally, we run many components of System Center, including Service Manager, Client Management, and server management. We recently migrated about one-half (300) of our virtual workloads to Hyper-V from VMware, and plan on migrating most of the remaining workloads over the next year. From a cloud perspective, we host our email services, SharePoint, Lync, Unified Messaging, CRM, and storage (OneDrive) in Office 365. Our efficiency and productivity gains have truly been focused around the cloud implementations we have done within Office 365. Our requirements for technical support and maintenance of email services, for example,

Making Outlook “Single Pane of Glass”

We recently deployed Microsoft Dynamics CRM for our academic advisors. Previously, advisors had nearly zero technology for supporting their work in advising students on their degree plans and helping them graduate. For the most part, universities had deployed CRM for recruitment on the front end, and alumni relations on the back end. Our CRM deployment integrates multiple systems.
and functions into Outlook for our advisors, and we are on a path to making Outlook their “single pane of glass” for their daily work.

**Give Thought to Microsoft Partner Vendor**

Having a good Microsoft Partner vendor is critical in implementing enterprise technologies. One thing I have found is that when making significant migrations, you should potentially look for two or three different partners to choose from. On nearly every large Microsoft implementation we have had, no two partners ever brought forth similar recommended architectures, and many times they were contradictory to Microsoft’s published recommendations. For example, on one project, Microsoft recommended three servers with particular specs, but one of our partners recommended five with much higher specs, while yet another partner recommended a completely different architecture. You’ll want to do your homework and talk with others who have implemented to feel comfortable with your decision.

**Microsoft on the Road to Progress**

I would say that if your business is predominantly Microsoft Windows operating system and Microsoft Office, there is great benefit to be had by using Office 365 for the infrastructure components and taking advantage of the breadth of Microsoft solutions. While few vendors with the product breadth of Microsoft will be the best you can get, but you will usually get good value. If you have a mix of technologies on the user side, take a look at Microsoft’s past year releases and you’ll finally see them opening up their technologies to Android and Mac users. This makes it easier for the CIO to sell Microsoft solutions to the enterprise as not being Windows-dependent. They are not perfect at this yet, but you can see the progress.

**Easy Installation Doesn’t Confirm Easy Implementation**

Although installation of a Microsoft product is easy its implementation may not be a piece of cake. Getting the products properly configured is a critical part of the installation. Also understanding the configuration decisions will save time and prevent rework. 

“Don’t assume a Microsoft-only solution will fit 100 percent of your requirements—you’ll need to do some research to validate that.”

Kenneth Pierce
Blackboard Catalyst Award for Innovation 2014
Awarded: Kenneth Pierce & Josef Varga | June 2014

June 30, 2014

Dr. John Frederick
Provost
One UTSA Circle
Main Bldg, 4th Floor
San Antonio, TX 78249

Dear Dr. John Frederick,

I am pleased to inform you that we awarded Kenneth Pierce and Josef Varga of The University of Texas at San Antonio / Information Technology a 2014 Blackboard Catalyst Award for Innovation, which recognizes those that challenge conventional thinking to improve the way education is delivered and experienced.

For several years now, Blackboard has been highlighting the outstanding achievements of our customers through the Blackboard Catalyst Award program. We encourage customers to submit their innovations, and each year, we continue to be overwhelmed with the number of nominations and at the caliber of the achievements. The Blackboard Catalyst Award for Innovation honors those in education who think outside the box in areas such as, but not limited to, teaching and learning practices, software development, mobile innovation, cloud innovation, online program management, and more.

The University of Texas at San Antonio / Information Technology has achieved the honored distinction of being among a select group of winners in the Blackboard community to receive this award. This award program is designed to enhance the visibility of the innovation taking place at your institution and to recognize the efforts your staff are making that directly impact teaching and learning programs at yours and other institutions.

All winners will be honored at our annual users’ conference, Blackboard World 2014, which will take place on July 17, 2014 in Las Vegas.

The efforts made by Kenneth Pierce and Josef Varga really do make a difference in enhancing the learning experience at your institution and for many other institutions across the globe. We certainly feel as though such achievements are deserving of special recognition, and as such I wanted to take time to personally extend my congratulations to you and The University of Texas at San Antonio / Information Technology for its leadership and excellence in the support of online teaching and learning. Should you have any questions related to this project, please feel free to contact me.

Sincerely,

[Signature]

Maurice Heilbrum
Senior Vice President
Higher Education, Corporate and Government Markets
Article: UTSA Today

UTSA Online Information Systems Graduate Course Recognized for Innovation

By: Rebecca Luther | Featuring: Kenneth Pierce & Josef Varga | July 17, 2014

(July 17, 2014) -- Kenneth Pierce, UTSA chief information officer and vice provost for information technology, and instructional developer Josef Varga have been selected as recipients of a 2014 Blackboard Catalyst Award for Innovation. The award honors those in education who challenge conventional thinking to improve education in areas such as teaching and learning practices, software development, mobile innovation, cloud innovation and online program management.

The pair are being recognized for their work in redesigning Introduction to Information Systems (IS 5003), an MBA course that Pierce has taught at UTSA for five years. Because students enrolled in the online course have varying academic backgrounds, he decided to employ game design techniques to help motivate them to spend more time with the course material.

The course now is organized into a series of mandatory and optional modules, which students complete to earn points; students must complete all mandatory modules to earn a C in the course but have to complete additional ones to improve their grade. Students receive badges for specific accomplishments; for instance, students who score 80 percent or better on a quiz on binary numbers will get a Math Geek badge.

To further appeal to their competitive natures, the course features an anonymous leaderboard where students can check their progress relative to their classmates. Of the leaderboard, one IS 5003 student wrote, “That sense of accomplishment and advancement is awesome, and I have never felt that in any class I have ever taken.”

Pierce, who presented a seminar on Gamification in Course Design in the UTSA Faculty Center this spring, says using game elements as part of a course design can be a great way to motivate millennials.

“For them, it’s all about the experience. It’s about enjoyment and self-direction,” he says. “It’s a lot of work to convert a course from a traditional structure to a game-based structure, and not all courses will lend themselves to this methodology.

But these students will spend hours playing a video game just to earn an in-game reward. Wouldn’t it be great if we could generate that level of devotion and enthusiasm about our courses?

Blackboard Catalyst Award recipients were honored July 17 at the annual Blackboard World users conference in Las Vegas.
2014 Winners

Nominations are now closed. Thank you to all that submitted. If you are interested in the 2015 Catalyst Awards, please fill out this interest form. We will contact you when the submission window opens.

**EXEMPLARY COURSE**

**EXEMPLARY INSTITUTIONAL PRACTICES**

**INNOVATION**

<table>
<thead>
<tr>
<th>Name</th>
<th>Institution</th>
<th>Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kenneth Pierce and Josef Varga</td>
<td>The University of Texas at San Antonio / Information Technology</td>
<td>Ken Pierce, course instructor and CIO at The University of Texas at San Antonio (UTSA), and Josef Varga, instructional developer, applied game design thinking to their graduate-level course, <em>The Introduction to Information Systems (IS 5000)</em>, to enhance the students' desire and ability of learning within an online course. The use of gamification dynamics within the course has three overall goals: to improve student motivation and learning with formative assessments; to design course content that is scalable and in most part, automatic; and to apply effective management strategies for instructors' online workload. The gamification concept increased student enrollment and retention compared to the previous course offering.</td>
</tr>
<tr>
<td>Fernando Gonzalez</td>
<td>Universidad CIC</td>
<td>By using Blackboard platforms, Rubén Alejandro Escudero Sáez and enabled students of Universidad CIC to see courses from any mobile device. Modern learners can study from anywhere, with accessibility and comfort ensured.</td>
</tr>
<tr>
<td>Sam Bizi, Wing Yia, Colleen Williamson, and Steve King</td>
<td>University of Sydney Business School</td>
<td>The Business School sought to improve and support the student learning and administrative experience over the academic year by leveraging of its high-end use of the Blackboard Learn LMS. The improvements process ran over 3 years and is now embossed into the functioning of the School.</td>
</tr>
</tbody>
</table>
The city of San Antonio, once a small town in the state of Texas, has grown to be one of the largest cities in the nation. Much like the city, as businesses grow and expand, their needs transform. Technology concepts such as server virtualization enable businesses to expand areas virtually. Server virtualization provides software infrastructure and management tools which allow organizations to virtualize applications and workloads that support business goals. Virtualization can assist businesses by improving efficiency and reducing costs. Establishing or expanding a private cloud environment can improve business continuity and increase efficiency in development and test activities without the need for acquiring or maintaining necessary hardware. “Virtualization allows for increased (operating system) density that would have previously gone underutilized. With this technology we are now able to offer services that would have been previously unaffordable,” says Geoff LeNoir, enterprise system engineer at the UTSA.

The University of Texas at San Antonio (UTSA) recently completed a migration project from VMWare to Hyper-V virtualization technology. Although the university has been utilizing virtualization technology for several years, the new virtualization technology illustrated to the team that a new solution could benefit the university by reducing budget expenses and streamlining workflows.

Migrating to new technology is a process that requires a dedicated team with a synchronized goal. It can provide numerous benefits that allow businesses to conserve resources; however, it also presents challenges to the team tasked to produce the solution. Having an implementation strategy planned can save you time, resources, and sanity.

Migrating from VMWare to Hyper-V

The technology market is saturated with products that have the capability of improving business practices; however, there is no one-size-fits-all solution. Technology has changed the way businesses operate, making it critically important for organizations to continually assess the technology they are using and determine if it still meets their operational needs. A solution that worked for the organization five years ago may not provide the optimal resources for the current state.

“UTSA’s decision to migrate to the Hyper-V environment was a proactive and strategic move,” says Brent League, Data Center director at UTSA. The university considered factors of cost saving and the future direction of information technology. The move to a more agile hybrid cloud model such as Hyper-V, was a natural choice for the university considering existing relationships and partnerships with Microsoft. The migration process took UTSA approximately eight months. The licensing costs for Hyper-V are incorporated in the Microsoft campus agreement the university already uses. “Migrating to the Hyper-V environment utilizes the Microsoft campus agreement, leverages existing support contacts and expediting. Moreover, it potentially downsizes cost for VMWare maintenance and support by reducing the CPU license count. The university achieved consolidation and leveraged management (Microsoft System Center) tools by using management tools it already maintained,” says UTSA Enterprise System Engineer, Ryan Key.

Implementing New Solutions

Making the decision to migrate to Hyper-V virtualization environment for UTSA was the first step toward the migration project.
Following the decision to migrate to Hyper-V, the university worked with a vendor to identify workloads that were prime candidates for migration. By incorporating vendors, they reduced the number of challenges implementing the new solution. Vendors can often provide insight on best practices or funding opportunities. UTSA was made aware of funding opportunities from their vendor and was able to secure a grant from Microsoft for their Hyper-V project, which significantly reduced their implementation cost. Moreover, vendors are familiar with common issues that might be encountered and can help create solutions before the issue escalates.

“One of the first hurdles the team encountered, was discovering the existing backup software did not support Hyper-V yet,” says Key. Organizations may find themselves with an immediate need to find a backup solution that will work with their new technology if they do not already own a compatible solution. Since, UTSA OIT did not own a solution that could backup Hyper-V [Server 2012R2] with limited options available, the team was forced to evaluate the situation and quickly identify and adopt a new backup solution. The team researched and tested Microsoft Data Protection Manager for their virtualization backup software. The team was able to implement the solution within a brief three month window. Although the software did not include all the features of other competitors, the team concluded it was the right solution for the university and met their basic requirement.

Subsequent to implementing a new backup tool, UTSA built a new test environment. The team involved with the migration had to quickly and effectively adapt to the migration tool and associated support systems. In addition, the inclusion of a vendor, application owners, and other entities from outside of the department often lead to accelerated timelines to accommodate various schedules. For UTSA, this created a need for the team to become much more aggressive in their migration strategy for moving production workloads and system reboots --strategically timing maintenance outages.

After these steps were taken, UTSA OIT began migrations from VMWare to Hyper-V and configured the system center tools. Although the transition process can be complex, the team integrated all activities and operations of the project into a collaborative effort, ensuring that every member of the team is exposed to the processes, technologies, and procedures needed to complete the project. By assigning the technologies and solutions that need to be learned and mastered in order to meet the implementation deadlines using a “divide and conquer approach,” team members were able to master their specific role.

Future Enterprise Implications

“We [infrastructure team] were charged with instituting a new environment that would be tasked with supporting our virtual workloads and simultaneously continuing to maintain the existing VMWare environment. … Though the project was challenging, I appreciated the opportunity to gain the experience and knowledge in Hyper-V,” says Key

Migrating to Hyper-V environment has positioned UTSA to partner with cloud service providers such as Microsoft and its Azure cloud environment. As the university needs diversify, virtualization will allow self-provisioning; allowing users to build their own servers and reducing turnaround time. Although the technology of VMWare is on par with those of Hyper-V, the use of additional systems required by VMWare such as Site Recovery Manager (SRM), involve increased support and acquisition cost. Hyper-V meets the requirements of UTSA with similar features but without the added costs.

Virtualization technology is expected to have a continued presence in the future as a solution for growing enterprises. The cost effectiveness and high availability infrastructure make it a compelling proposition for any future projects within a business. It will provide another evolution within the Data Center and facilitate a quicker and more agile implementation of IT services to customers.

At the end of the day, customers demand organizations to remain competitive and use current technology to enhance their experience. The best solution is not always the newest, cheapest, or most popular. There is no one-size-fits-all solution; however there is a custom fit solution to the distinctive needs of your business. “Take some time to evaluate your needs and find the perfect fit,” says League; “you will be glad you did.”
Conference: Texas Association of State Systems for Computing and Communications (TASSCC)

IT Prime Time!
Houston, TX | August 3 - 6, 2014 | Presenter(s): Vanessa Hammler Kenon, Ed.D., Ben Garcia, Bryan Wilson, & Patricia Clark
Conference: TASSCC
Crafting a Governance Plan as a Leadership Team: Project SharePoint 2013
San Antonio, TX | August 4, 2014 | Presenter(s): Vanessa Hammler Kenon, Ed.D., & Ben Garcia

Photo: Vanessa Hammler Kenon, Ed.D., presenting at TASSCC

Photo: Ben Garcia presenting at TASSCC
2014 Annual Conference - Crafting a Governance Plan as a Leadership Team: Project SharePoint 2013

Crafting a Governance Plan as a Leadership Team: Project SharePoint 2013

Vanessa Kenon - Assistant Vice Provost for Information Technology, University of Texas at San Antonio
Ben Garcia - OIT Director of Customer Service and Operations Support, University of Texas at San Antonio

Abstract:

Working together as a team is often easier said than done. The task is even more difficult when staff resources, funding, and risk management is at stake. This presentation will show how information technology units at a large university including: security, infrastructure, customer support, telecommunications, online learning, communications, academic technology, application development and video production all teamed together to develop a SharePoint governance plan in support of the entire institution. I did not say it was easy! IT Governance covers many different areas and sub-areas. As more functions and applications move to the Cloud, governance in the information technology arena is taking on a new role and often crosses into the operations of multiple areas. This team used governance strategies, frameworks, analysis and process overviews from Gartner and Mark Weinstein to set the base for plan operations. Change management approaches from Robert Quinn and John Kotter, with facilitation approaches from Lou Tice and the Pacific Institute helped the team manage and put together a solid, yet upgradeable document in order to launch SharePoint 2013 for the use of over 5000 faculty and staff in support of collaboration projects both on and off campus.

Speaker Bios:

Vanessa Hammler Kenon serves as the Assistant Vice Provost for The University of Texas at San Antonio (UTSA) Office of Information Technology. She manages the department’s human resources, financial management, communications and marketing, and serves as a key academic and technical liaison between the UTSA departments. Dr. Kenon serves on several UTSA committees and organizations in support of staff and student retention, community service, academic research, communications, and information technology. She also serves as a faculty lecturer in the College of Education and Human Development. Dr. Kenon has worked in higher education positions of instruction, leadership and management in private and public higher education for 23 years. Dr. Kenon earned undergraduate degrees in Communications and English at Trinity University in San Antonio, Texas. She has served on the San Antonio and National Alumni Board for Trinity and academic advisory committees for the Alamo Community College District, and the Hallmark College System. Dr. Kenon completed her Master’s degree in Adult and Higher Education as well as a Doctor of Education in Educational Leadership at UTSA. Her research areas of interest include workplace and academic technology education and collaborative distance learning programs promoting global education, communications, and technological innovation and research.
Conference: TASSCC

Preparing for the ‘Mobile-First’ Student

August 4, 2014 | Presenter(s): Bryan Wilson & Patricia Clark

Photo (left to right): Bryan Wilson and Patricia Clark presenting at TASSCC

Photo: Patricia Clark and Bryan Wilson interact with attendees for their TASSCC session

Photo: Patricia Clark presenting at TASSCC
2014 Annual Conference - Preparing for the 'Mobile-First' Student

Preparing for the 'Mobile-First' Student

Bryan Wilson - Executive Director Infrastructure Services, University of Texas at San Antonio
Jayashree Iyengar - Assistant Director, Application Development and Support, University of Texas at San Antonio
Chris Hopkinson - VP Business Development, Dublabs

Abstract:

Times are changing! Strategy for delivering mobile capability to students is changing form a 'nice-to-have' approach to a 'must-have' approach. More and more students are coming to campus with no desktop or laptop computer* only a tablet or smartphone. An average student brings about 3 mobile devices. Even those students with multiple devices are 'mobile-first'. Students can do most anything in their daily lives on their mobile devices: from staying connected to handling their banking and travel plans. So, why can't they do anything at our university on their mobile devices from registering for classes and making an appointment with their advisor, to seeing if the shuttle bus will arrive soon or if there is an open spot in the computer lab? So, what are our strategies to get to where the 'mobile-first' student expects us to be? Where do we see our mobile presence in the next few years? What are the roadblocks to getting there? How do we manage the seemingly constant changes in new technologies, new devices, and operating systems? Join us to discover how the University of Texas at San Antonio is readdressing their mobile strategy in order to prepare for the 'mobile-first' student.

Speaker Bios:

Bryan Wilson serves as Executive Director of Infrastructure Services for University of Texas at San Antonio. He is responsible for leading and overseeing the strategic planning, development and management of enterprise-wide computer operations which includes network services, voice services, windows servers, Unix servers, Academic Computing, and project management office. Bryan works closely with the University's Academic Technology area to integrate state-of-the-art advancements in distance learning and instructional technology to complement the academic programs of the university and enrich the learning experience. He oversaw the implementation of several strategic initiatives, including creation of $12M research data center, $6M network upgrade, $1M wireless network upgrade and both versions of UTSA Mobile App. Over his career Bryan has twenty-six years of progressive IT supervisory and management responsibilities including over seventeen years of senior IT management in higher education, state government, manufacturing, and petroleum industries.

Jayashree Iyengar is the Asst. Director for Application Development and Support for University of Texas at San Antonio. She is responsible for leading application and database teams in the development and management of software and database systems that support university functions for students, faculty and staff. This includes the student information system for UTSA (Banner). She oversaw and led the implementation of several systems including Data Warehouse, Account Management System and the new version of UTSA mobile app.

Chris Hopkinson is a founding partner and VP, Business Development for Dub Labs. Dub Labs has mobilized over 170 schools with SIS and LMS integrated apps since 2008. Chris has presented on mobility in education at EDUCAUSE, SXSWedu, IMS Learning Impact, Campus Technology Forum and other conferences. He still remembers when a pager was considered a breakthrough mobile device, his first 'CrackBerry' and subsequent smartphone dependency.
1:45 Breakout Session | 102A
Leveraging Cloud Endpoint Backup Strategies to Protect, Backup, and Managed End User Data

Ben Garcia
Director Customer Service and Operations Support
University of Texas at San Antonio

Session Description

The University of Texas at San Antonio needed a better way to protect, backup, and manage University end user data. To meet this need, UTSA’s Office of Information Technology (OIT) Department redeveloped its end-point data management strategy, refocusing its network and staff resources, and implementing a new private cloud backup solution for the enterprise. This new approach empowered our end users with the means to manage their own end user data backups and restores, while improving UTSA OIT’s capacity to manage data governance, legal hold, data migration, and compliance initiatives. Join us as we present on our approach, lessons learned, and experience of implementing a cloud endpoint backup solution.

This presentation promotes UTSA’s new way of protecting and managing Users’ endpoint data and the benefits achieved from a customer satisfaction and support efficiency perspective.
North San Antonio Chamber Technology Series
Mobile Desktop of the Future
San Antonio, TX | September 10, 2014 | Presenter: Ben Garcia
Adding Game Elements to Online Courses: It’s Not That Hard!

Presented by: Michael Anderson, Sunay Palsole, and Josef Varga (University of Texas at San Antonio)

A common misperception among faculty members is that quality online courses must utilize small student/instructor ratios in order to compensate for the absence of face-to-face feedback. This session dispels that myth by suggesting a course design that provides scalability and engagement through the incorporation of game-based strategies. Come learn three strategies for easily adding game elements to your online course.
October 13
University Going Mobile or are they?

CIO Review Magazine

By: Kenneth Pierce

Vice Provost and CIO Kenneth Pierce published an article discussing mobile app development and business processes digitization for colleges and universities. Utilizing the insight he has gathered from the release of the UTSA mobile app, Pierce highlighted how digitization can assist in multiple areas of higher education from admissions to graduation.

CIO Review Magazine provides a platform for enterprises to showcase innovative solutions and allows high level executives to share their insights to assist technology and business leaders analyze information on technology trends and provide a better understanding of the role that enterprise solutions play in achieving business goals.

Link(s):
- See full article on page: 82 - 83

October 3
Academic Technologies Summit
El Paso, TX

Presenter(s):
Marcela Ramirez & Diana Amis

Quandary: Using Simple, Free Software to Create Innovative, Engaging Interactions

Senior Instructional Designer Marcela Ramirez and Instructional Development Specialist Diana Amis presented a session presentation titled “Quandary: Using Simple, Free Software to Create Innovative, Engaging Interactions.” Their presentation demonstrated some of the features of Quandary and provided attendees insight on user-centric qualitative methods for SPSS.

The Annual Academic Technologies Summit brings together experts in the field of technology to present on issues, best practices, and emergent technologies that “break boundaries in teaching and learning.”

Link(s):
- Academic Technologies Summit: http://inside.at.utep.edu/?p=2075
- See full article on page: 76
Inaugural film festival showcases use of digital media at UTSA

The inaugural Educational Experience Film Festival (E2F2), organized by the OIT Video Production team, was attended by more than a hundred members of the UTSA community. More than 130 submissions were received, indicating the importance of film in our lives and in education. E2F2 recognized achievement in five categories: research/communication, documentary/interview, instructional innovation, Vine video, and student project. Keynote speakers for the event included Associate Vice Provost Sunay Palsole, Ph.D., and Director of Video Technology Ernest Hernandez.

E2F2 showcases and celebrates the best digital films and video produced by the UTSA community that enhance and advance UTSA’s teaching and learning mission. E2F2 hopes to engage the academic community in ways that will continue to inspire the creation of innovative and impactful videos and digital films.

Link(s):
- UTSA Today: http://utsa.edu/today/2014/10/e2f2fest.html
- See full article on page: 84 - 85

Campuses Make the Shift to Mobile-First

Executive Director of Enterprise Systems Bryan Wilson shared his insight on mobile technology in the EdTech article which featured the UTSA Mobile app. Wilson discussed the importance of mobile capable technology for students in colleges and universities who frequently use tablets, smartphones, and laptops rather than desktop computers and the movement to provide information via the mobile site first.

EdTech Magazine “explores technology and education issues that IT leaders and educators face when they’re evaluating and implementing a solution.” It is published by CDW, a leading provider of technology solutions for business, government, education and healthcare.

Link(s):
- See full article on page: 80 - 83
October 17
Security Leaders Forum
San Antonio, TX
Presenter(s): Anthony Espinoza

UTSA’s Asset Management

InSight provide users with detailed information to help manage their information resources. The InSight computer application is an information resources reporting tool. Within InSight, you can find vital information on the health and status of the computers in your area.

Link(s):
- See full article on page: 86

October 19
Consortium of College and University Media Centers
Portland, OR
Presenter(s): Joe Tobares Melissa Padalecki Lee Gildon

Combining Tech Training with Faculty Resources
Director of Academic Technology Joe Tobares, Training Coordinator Melissa Padalecki, and Chief Operating Officer Lee Gildon presented at the CCUMC conference. They discussed the importance of analyzing the needs of the university to design an effective training solution that would meet the training needs of support staff while offering hands-on, simulated resources to interested faculty for practice outside of the classroom.

The Consortium of College and University Media Centers (CCUMC) provides leadership and a forum for information exchange between nearly 800 members. The CCUMC’s members are professionals and leaders of media and technology support for quality teaching and learning in higher education settings and private enterprises.

Link(s):
- CCUMC website: http://ccumc.site-ym.com/?page=14_Combine_Tech
- See full article on page: 87
November 10 - 14

US Distance Learning Association - National Distance Learning Week

Presenter(s): Sunay Palsole, Ph.D. Michael Anderson

Adding Game Elements to Online Courses: It’s Not That Hard!

Associate Vice Provost Sunay Palsole, Ph.D., and Director of Online Learning in the Office of Information Technology Michael Anderson presented a webinar as part of the National Distance Learning Week (NDLW). The session, “Adding Game Elements to Online Courses: It’s Not That Hard!” provided strategies for incorporating game-based elements in course design.

NDLW is sponsored by the United States Distance Learning Association and seeks to promote and celebrate the growth and accomplishment occurring in distance learning programs in schools, businesses, and governmental departments.

Link(s):
- USDLA: http://www.usdla.org/v/vspfiles/satellite_sites/2014_NDLW/events.html
- See full article on page: 88

December

Business Officer

By: Vanessa Hammler Kenon, Ed.D.

A New Dimension in Academic Advising

Assistant Vice Provost Vanessa Hammler Kenon, Ed.D., published an article discussing the implementation of customer relationship management (CRM) at UTSA. The article featured CIO and Vice Provost Kenneth Pierce and discussed how CRM provides an innovative way to approach advising and can truly benefit both staff and students with its efficiency and simplification of systems.

Business Officer magazine is distributed by NACUBO the National Association of College and University Business Officers. NACUBO’s membership represents more than 2,500 colleges, universities, and higher education service providers across the country and around the world.

Link(s):
- Business Officer: http://www.nacubo.org/Business_Officer_Magazine/Business_Intel.html
- See full article on page: 89 - 91
Improving Your Organization’s Security Posture via Inventory Management

Information Security Officer for the Office of Information Security (OIS) Anthony Espinoza spoke on organization security posture via inventory management at the San Antonio Chapter Meeting.

ISACA is a global provider of knowledge, certifications, community, advocacy and education on information systems (IS) assurance and security, enterprise governance and management of IT, and IT-related risk and compliance. The San Antonio chapter consists of IT professionals in various positions including IS auditors, internal auditors, consultants, professors, etc, and provides education, resource sharing, professional networking, and educational scholarships members.

Link(s):
• ISACA Website: http://www.isaca.org/chapters6/san-Antonio/Pages/default.aspx
• See full article on page: 92

Chaotic...!! Active and Engaged. Effects of an active learning classroom on student retention and engagement.

Associate Vice Provost Sunay Palsole, Ph.D., presented at the American Geophysical Union Fall Meeting. The session, “Chaotic....!! Active and Engaged. Effects of an active learning classroom on student retention and engagement,” provided information on inquiry-based approach in courses and insight on the design process, exercise, and efficacy data collection.

AGU publishes scientific journals and technical publications. It also sponsors scientific meetings to support education and outreach programs to increase public understanding of the science, among other activities.

Link(s):
• AGU: https://agu.confex.com/agu/fm14/meetingapp.cgi#Paper/26525
• AGU: http://sites.agu.org/
• See full article on page: 93
OCTOBER - NOVEMBER - DECEMBER

QUARTER 4

EXPANDED
The University of Texas at El Paso hosted its 3rd Annual Academic Technologies Summit on October 3rd, 2014. This event brought together experts in the field of technology to present on issues, best practices, and emergent technologies that break boundaries in teaching and learning. Marcela Ramirez -- Senior Instructional Designer - and Diana Amis - Instructional Development Specialist - represented OIT’s Office of Online Learning at The University of Texas at El Paso with their presentation Quandary: Using Simple, Free Software to Create Innovative, Engaging Interactions.

Marcela and Diana presented about Quandary 2, an application designed to create action mazes, where content, choice, and consequence are put together to add engagement to the learning process. Using examples from UTSA’s Office of Online Learning as well as the Department of Communication, the presentation demonstrated some of the features of Quandary. First, the attendees navigated through an interactive Cuban Missile Crisis simulation where they were forced to deal with the complexity and nuance of uncertainty in foreign policy. Second, the attendees got insight on a user-centric qualitative methods guide for SPSS statistical tests. Following these two examples, the attendees explored Quandary 2 through a hands-on exercise to build their own action maze and previewed their work. The presenters also covered some of the limitations of the software so that the users could have a clear understanding of when Quandary might be the answer to their teaching needs.
Universities Going Mobile or are they?

By Kenneth Pierce, Vice Provost IT & CIO, University Of Texas At San Antonio

If I told you that mobile apps were the top development priority for most businesses, you’d probably say that you already knew that. If I told you that for most universities, mobile development was not the top priority, you’d probably say “really”?

In reviewing many of the mobile apps offered by universities, there seems to be an underlying theme: Events, Directories, generic maps, a link to the athletics mobile app, and maybe a couple of pieces of functionality easiest to pull off using the Student Information System (SIS). All in all, it is very underwhelming. Additionally, if you look at university websites, I think you will find the majority do not render or function well on a mobile device. It appears universities are really only in the beginnings of digitalization and are offering up what I consider to be the token mobile app that says “we have a mobile app”. Characteristics of these apps tend to be low student usage, remedial functionality, and a lack of strategic implementation. As an example, I was surprised to see how many university mobile apps lack the capability of utilizing a mobile device’s native push notification mechanism. Anyone who truly uses their mobile device effectively counts on having their apps push information to them through notifications.

According to Gartner, Digitalization is an emerging business model that includes the extension and support of electronic channels, content and transactions. In other words, Digitalization is not simply taking existing business processes or strategies and making them more electronic; but rather the rethinking of the process and business strategy by taking advantage of current day technologies.

Given the seemingly ancient business processes of higher education, there is probably not a more suitable industry for undergoing a dramatic digitalization process. Much can be done (with mobile) to reduce the overhead costs and bureaucracy that exist within a university, and there is no better time than now. Core university business processes need to be digitalized with the mobile device at the center of the ecosystem and improve the student lifecycle experience. Here are a few examples.

The digitalization should start with the application process. What does a university really need to get you onboard? I would imagine that an applicant’s mobile phone has quite a bit of information about them already, and that can be a start. A mobile app to select your high school from a list, enter your social security number, and then watch the information pour in from a variety of sources to fulfill the information requirement
of admissions. This makes perfect sense for most universities as basic entrance criteria is based on GPA and test scores. With all of the information available to us today, this should be getting easier (but it is not). Maybe the paper or online application can now be retired and replaced with a simplistic mobile interface that also provides application status through mobile notifications.

With the right capabilities as part of the campus mobile application, students’ time at the university can be enhanced with more personal interaction that should improve the experience and most likely increase student retention.

If we build off of the application process, consider a student attending university as an undergraduate and wants to go to graduate school at the same university. For this situation, most universities still require a full application which includes requiring them to provide an official transcript for their undergraduate work—really? If the graduate school can’t trust the information in the student system for the undergraduate program, logic would say the university has a bigger problem. Universities should look more to pre-qualify their own undergraduates for graduate school based on academic performance, notify them through the mobile app and with one click accept them into a master’s program: no application, no manual intervention, and no fee. Any additional steps toward actual enrollment can also be handled subsequently through

“Digitalization is an emerging business model that includes the extension and support of electronic channels, content and transactions,”

a mobile app. Realistically, nothing other than a program’s capacity should be disqualifying one of these students from a master’s program.

Moving on to the next example, consider the graduation process. Should students really have to apply for graduation? With the capability of today’s systems, students should be notified through their mobile device they are ready for graduation (of course, pending successful completion of their remaining courses), and with one click they accept the terms and information and it is done. The back end systems integrate to check for all necessary clearances, including degree audit confirmation. No manual processes, no emails, and potentially no fees. Universities underestimate the people resources (and therefore costs) associated with this process alone.

Although I have only scratched the surface of the processes prime for digitalization, I will stop there. The point is there are significant opportunities for mobile devices to play a key role in a university’s core processes. But, for the results to be realized, those processes have to be re-imagined with today’s capabilities in mind, but universities will also need to structure and potentially invest in the back-end plumbing that can deliver the new mobile experience. However, it is doubtful the investment would exceed the potential cost savings and new revenue the evolution would generate. Implementing new processes such as these with a mobile first mentality can contribute to keeping the cost of education from further escalating while provide a higher level of customer service we have all come to expect from any moderately-sized entity. However, universities may need to push the envelope with accrediting agencies and state oversight committees to begin the transformation.
Mobile First

Institutions are shifting strategies to serve mobile-hungry students.

by MELISSA DELANEY  photograph by JULIA ROBINSON

In March 2012, students at the University of Texas at San Antonio (UTSA) were greeted by banners throughout campus announcing a new mobile app. Within a month, 8,000 students had downloaded it; however, it wasn’t long before the downloads stopped.

“We received a lot of mixed feedback from our students,” Bryan Wilson, executive director of infrastructure services, says of the bare-bones app that the university got for free from a longtime vendor, “so they stopped using it.”

Still, the initial pace of downloads illustrated just how important mobile capabilities are to students who instinctually use their smartphones and tablets for everything from paying bills to making dinner reservations. When they weren’t able to use the old app to conduct day-to-day business with the college, they weren’t interested.

As prominent learning management, student information and administration systems are redeveloped or partnered to offer mobile components, the majority of colleges and universities today are able to offer at least some basic mobile-based tools.

“The question is, ‘What does it mean to be mobile?’ If it’s just pulling up a website on a mobile device, that’s different than really intending to deliver to mobile,” says Marti Harris, research director at Gartner. “It has to do with increased capabilities, not just mirroring what you would get on a notebook.”

An audio-based tool telling students where available parking spaces are, for instance, is far more useful on a smartphone than it is on a desktop website with a map.

Armed with new insight on what it truly means to shift to a mobile-first mentality, UTSA started again from scratch. The IT team developed a new app that offered most of the services available on UTSA’s Automated Student
Access Program (ASAP) self-service portal, including accessing course schedules to checking account balances. Wilson’s team launched the new app in May 2014.

“With zero advertising, it had 3,000 downloads, in addition to students who received the update to the existing app” at the start of the academic year, Wilson says. But this time, it wasn’t the banners that drew users. Rather, recommendations from the students who had already tried it drew in more downloads. “It’s all word of mouth.”

**GETTING BETTER ALL THE TIME**

UTSA’s new strategy is to make everything available on the mobile site first, then ASAP second, with plans to eventually retire the portal altogether.

“The goal is to add one feature each month to the mobile app,” says Wilson, who already has a list of about 18 to 20 features to add.

Students can now check account balances, course schedules, campus news and look up important telephone numbers. The app includes YouTube, college bookstore and social media links. Students also can use it to find available computers in campus labs.

“They were really excited to get that,” Wilson says.

The course module is another popular feature, linking course schedules with the Banner student information system.

“Students really like that they have one place to go to see what courses they’re registered for, look at their assignments, look at the discussions and find out information about their classes,” says Jayashree Iyengar, UTSA’s assistant director for application development and support.

Based on student suggestions, the IT team recently added a feature listing all
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Based on student suggestions, the IT team recently added a feature listing all campus dining options, along with menus, locations and hours. Two other popular requests are for registration and available parking spaces, Iyengar says. “That will be tricky,” Wilson admits.
Adding features is easy, he says. The challenge lies in making sure all of the necessary resources are there to support them. To provide a map of available parking spaces, for example, UTSA would need to install sensors in the lots.

Wilson’s team also is working with the university’s mobile app vendor to customize and validate a registration tool. “Obviously, we can’t have a student registering for a class that they need to graduate and then learning something was wrong and they weren’t actually registered,” he says. “It’s such a critical application. There’s no room for error.”

**A Work in Progress**

When David Hickey started as vice president for technology and CIO at Cincinnati State Technical and Community College in 2012, he walked around campus introducing himself to people, one of whom was a student’s father. Even though his daughter was enrolled in an online course, the father explained, she had to make a visit to the campus because she couldn’t access required applications offsite.

To better serve students and staff, and remain competitive, Cincinnati State began virtualizing applications, allowing students and staff to access them remotely. In fall 2012, the IT team rolled out a vendor-supplied app, supplemented with applications developed in-house.

“It was a huge hit,” Hickey says, adding that about 8,000 of Cincinnati State’s 10,700 students are using the new system.

Within the next few months, Hickey plans to virtualize desktops and roll out personalized environments for tablets so that when students sign on to the network, they can access a screen with all the apps required for their courses.

“That way, the screen’s not all cluttered,” Hickey says. “It’s exactly what they need.”

He anticipates mobile use will continue to grow, as wearable devices such as Google Glass become more mainstream. “Really, the possibilities are endless,” Hickey says.

That’s an important consideration for schools trying to map out their mobile strategies, Gartner’s Harris says. She advises them to consider how mobile might expand on their own campuses as well as in the marketplace, particularly as the Internet of Things grows. For instance, with data from a blood-sugar monitor and a calendar, a mobile app of the future might determine that a student is heading to campus to take a test and advise him to have a snack first.

Embedded in that scenario are concerns about data privacy. Students may want their devices to interact but may not want institutions to have access to all of the data they contain. When and if students connect devices with such data to their campus networks, implications for privacy and security regulations remain unknown.

**Student Teachers**

A mobile app at Oakland University in Rochester, Mich., has come a long way in the three years since it was unveiled. What started as a tool to connect students with campus maps, course schedules and room assignments has grown to include features that allow them to pay bills through the financial aid office and register for classes.

Asking simply, “What do students need in a mobile moment?” has guided the evolution of Oakland’s app, CIO Theresa Rowe says. To answer that question, her team regularly hires students to work on mobile implementations. The exercise not only gives students work experience, but also provides IT with valuable student perspectives.

“We used to go to key administrative offices and ask them what they want to tell students. Now, students design materials for themselves,” she says.

One faculty suggestion recently led IT to develop a stand-alone app to guide students through the graduation process, from applying for a diploma and ordering caps and gowns to obtaining tickets for the ceremony. “It’s a big event in our students’ lives, and we want to reflect that in the environment they live in,” Rowe says.
Film it. Show it. Teach it.

This is the mantra of UTSA’s inaugural Educational Experience Film Festival (E2F2). The event, sponsored by the Office of Educational Technology, will be at 7 p.m. Oct. 15, at the Buena Vista Theater at the Downtown Campus.

The goal of this new event is to capture the innovative and artistic use of digital media as a teaching tool at the university. Distinguished senior lecturer and celebrated author/filmmaker John Philip Santos will serve as the festival’s master of ceremonies.

“Students who are arriving today… have been fully immersed and ready to use this media in their academic study,” Santos said. “What’s really shifted in the terms of the ground underneath the university is the capacity of students to utilize this media, which I think is an underutilized capacity.”

E2F2 received more than 120 submissions from UTSA faculty and students. The festival will screen the best videos in five categories: Best Instructional Innovation, Best Research Communication, Best Documentary of Interview, Best Student Project and Best Vine Video.

The festival’s emphasis is not on the submissions boasting top-caliber production value, but articulating a coherent, meaningful message. The films will be measured by their intellectual substance, professional principles of design, technical functionality and overall complexity.

The E2F2’s purpose is not so much to create a film or media culture at UTSA, but to showcase the one that already exists.

“I think the film festival represents the possibility of really debuting this unspoken, unnoticed community at UTSA,” said Santos. “A lot of digital storytelling is already happening in seminars, classes and in the educational context.”

“This is a way of manifesting that for the community and demonstrating what’s possible, and maybe giving first exposure to a student who may make some really important work in the years to come.”
Festival: Educational Experience Film Festival

San Antonio, TX | October 15, 2014 | Presenter(s): Ernest Hernandez & Sunay Palsole, Ph.D.

Photo: Ernest Hernandez presenting at E2F2 Festival

Photo: Recipient award at the E2F2 Festival
Meeting: Security Leaders Forum
UTSA’s Asset Management
San Antonio, TX | October 17, 2014 | Presenter(s): Anthony Espinoza

MESSAGE FROM HOST
Elliott will be hosting Anthony Espinoza, CISO, UTSA, briefing Insight, UTSA’s asset management solution and how UTSA integrated it into their daily activities. Please join us for Anthony’s presentation at Whataburger Corporation Office, 300 Concord Plaza Dr, San Antonio, TX 78216, 11 AM to 1 PM, October 17th.

Ernest Zernial on behalf of Anthony Espinoza

SECURITY LEADERS FORUM - ASSET MANAGEMENT
Host: Ernest Zernial on behalf of Anthony Espinoza
Phone: 210-863-6320
When: Friday, October 17 from 11:00 AM to 1:00 PM
Where: Whataburger Corporation Office
300 Concord Plaza Dr
San Antonio, TX 78216
Access to quality support services, including both trained technicians and informational resources, ensures the successful use of technology in higher education classrooms. With 1,325 instructional faculty members and 28,623 students at The University of Texas at San Antonio (UTSA) in the fall of 2013, the need for Academic Technology (AT) to effectively and efficiently train an average of fourteen technicians and twelve student workers was a concern. Departmental ticketing reports were analyzed and interviews with support staff were conducted to identify topics in need of instruction. The intent was to design a solution that would meet the training needs of support staff, while offering hands-on, simulated resources to interested faculty for practice outside of the classroom. Based on the results of the needs analysis, AT developed tutorials for using classroom equipment and applications that are available online for convenient self-paced instruction. The tutorials are also interactive and designed to customize the content delivery according to the learner’s individual responses. This feature allows comprehensive training on complex topics for support staff, who need to be experts in many potential uses, yet individualizes assistance according to specific faculty needs. Participants of this session will learn about the instructional design process situated within the experience of the AT online interactive tutorial project, including:

- The informative role of a needs analysis in determining project direction.
- Suggestions for development using Articulate Storyline.
- Implementation of training for support staff along with faculty.
- Reflections for future considerations.
“Adding Game Elements to Online Courses: It’s Not That Hard!”
Presented by Sunay Palsole, Michael Anderson, Marcela Ramirez (University of Texas, San Antonio)

A common misperception among faculty members is that quality online courses must utilize small student-instructor ratios in order to compensate for the absence of face to face feedback. This session dispels that myth by suggesting a course design that provides scalability and engagement through the incorporation of game-based strategies. Come learn three strategies for easily adding game elements to your online course.
A New Dimension in Academic Advising


For quick turnaround, particularly in student financial services, technology tools reduce waits, lines—and often costs.
A New Dimension in Academic Advising


While institutions of higher education are jumping on the customer relationship management bandwagon to streamline admissions and student recruitment, the University of Texas at San Antonio (UTSA) deployed CRM for a very different but innovative and strategic purpose: academic advising. “If we truly think of our current students as customers, then using a CRM system to manage the relationship with our students is a natural direction,” says Kenneth Pierce, the university’s vice provost of information technology and chief information officer. While participating in activities that led to the development of the university’s graduation rate improvement plan, Pierce became more familiar with CRM’s benefits.

UTSA’s leadership made the decision to use customer relationship management tools to help facilitate its graduation improvement goal—a collaborative effort across the university to improve its 4-year and 6-year graduation rates, and a subset of the overall strategy that UTSA is undertaking to become a Tier One university.

Applying CRM to academic advising has already increased the efficiency of the university’s student advisers, allowing them to gather data quickly and spend more time in person-to-person interactions.

Priorities and Realities

According to Pierce, academic advising processes are one of the top concerns of students when it comes to helping them graduate in a timely manner. “UTSA has top-notch advisers, but the tools and processes they were using were wholly inadequate for providing exceptional advising services,” he says. “Yet, if we simply throw new tools at them without effective architecture and data management strategies, we will simply replace one problem with another.” For UTSA, the CRM was the missing piece of the architecture that would act as the integration point for all student-advising processes.

For many universities, such tools as student information systems, degree audit, degree planning, learning management systems, and early alerts or warning tools are becoming commonplace. But adopting such tools creates its own challenges.

Overlap in functionality between and among the advising tools may be confusing. For example, Pierce describes the issue of documenting advising comments: “Advisers write comments and notes from their advising sessions. The student system has a place for posting the comments. The degree audit, the degree planner, and the alert systems all have a place for them. No one wants to be required to pull up student records in all these systems just to get a complete listing of the advising comments, and we don’t expect that of the advisers.”

A Boost for Best Practices

A grant from the Bill and Melinda Gates Foundation, focused on integrated planning and advising systems, served as a jump start to the university’s CRM project. The foundation’s larger goal is to see the work develop into a best practice for student advising that will lead to improved retention and graduation rates.

The CRM strategy adopted by UTSA will integrate all the required data (including comments) from its various and separate systems into a single screen, where advisers can view the aggregated information for each student. To accomplish this, UTSA licensed continued on page 8
Because CRM will help us integrate data, we expect it to allow us to spend our face-to-face interactions with students—focusing on their needs rather than on chasing down data in several different locations.

— James Adair, University of Texas at San Antonio

Microsoft Dynamics’ cloud-based CRM and also engaged a Microsoft solutions provider to assist with the implementation. “Going the cloud direction with an implementation partner allowed us to get up and running significantly faster than attempting to install CRM locally and then hiring and training staff to configure the CRM,” says Pierce.

For the first CRM release to student advisers, the university was able to integrate information contained in five different screens within its Ellucian Banner student information system. This integration resulted in the advisers’ ability to record a change in a student’s major, and release registration holds directly from within the CRM without having to log in to the student information system.

While this in itself is not a revolutionary accomplishment for the advisers, when you couple it with the fact that the CRM is fully integrated with Microsoft Outlook, advisers can now view (and change) not only student information directly from within Outlook, but they can also track e-mail threads with students and faculty related to student advising and attach documents to student records from that same interface.

Associate director of advising technology, James Adair, agrees with Pierce’s assessment. “Because CRM will help us integrate data from our student information, learning management, early alert, and degree audit systems, we expect it to help us streamline our processes, making us more efficient and allowing us to spend our face-to-face interactions with students—focusing on their needs rather than on chasing down data in several different locations,” says Adair.

Future Features

While this in itself is a significant implementation that benefits advisers, Pierce’s vision does not end there. His plans call for incorporating information from the early alert retention network as well as current semester grades from its learning management system.

“Advisers have never had access to a student’s progress in the current semester at their fingertips, but they will now,” says Pierce. “Not only that, they will be able to view a listing of any alerts triggered within Outlook.”

The student’s adviser will be able to see such alerts “and reach out and offer resources and options” that the student can use “to make an appropriate, informed decision,” says Barbara Smith, executive director of student advising.

Once advisers become familiar with the new relationship management tools, Pierce’s expectation is for advisers to manage groups of students, monitoring them, for example, by comparing past and current semester performance and identifying any significant changes that might flag problems.

The advising process can now become more proactive instead of reactive,” says Pierce. “The CRM native capabilities will facilitate the communication with the right students at the right time, and advisers won’t spend lots of time running reports and creating lists.”

Future plans call for additional information integrations into the CRM, including the university’s system for degree planning and audit. “Students will be able to track their degree progress; connect with their assigned academic adviser, who will know their academic strengths, weaknesses, and other factors such as family and work commitments; and obtain help in developing a plan to better ensure timely graduation,” Smith concludes.

“We are implementing one system after another to complete our advising system architecture, and at quite an accelerated pace. Each step along the way, we are creating the CRM integration. Our goal is for advisers to accomplish 80 or 90 percent of their work from within the CRM and Outlook systems,” says Pierce. “That allows them to use much more of their time on actual advising—and person-to-person consultations.”

RESOURCE LINK: Connect online with UTSA’s office of information technology at http://one.utsa.edu/sites/oit/about/Blog/default.aspx.

SUBMITTED BY: Vanessa Hemmler Kenon, assistant vice provost for information technology, the University of Texas at San Antonio vanessa.kenon@utsa.edu
Anthony Espinoza currently serves as the Information Security Officer for the University of Texas at San Antonio (UTSA) Office of Information Security (OIS). Anthony earned a Bachelor of Arts in History from UTSA in 2004 and has worked at UTSA since June 1997. Anthony started in the Air Force as a Communications Computer Systems Operator in 1989 and continued his tech career at UTSA as a Network Technician 1 in 1997. His commitment to innovation led him to quickly rise as an OIT leader in positions of Assistant Director of Enterprise Systems, Director of Enterprise Systems, and Director of Enterprise Data and Identity Management. After leading many successful OIT initiatives, Anthony was offered the Information Security Officer position at the university in 2012. As the Information Security Officer, he set new integrations standards for his department, which in turn lowered security incidents and made the Information Security department more visible on campus.

Anthony has led many campaigns to help UTSA reach their Tier 1 goal including InSight, a technology resource management tool; and an Encryption Initiative that will keep UTSA computer assets safe from unauthorized users. He has also led an initiative to receive 2.2 million dollars in funding from the University of Texas System for the Network Access Control (NAC) and Intrusion Detection system projects.

At UTSA, Anthony is responsible for designing, monitoring, and setting the strategy for the University’s information systems, networks, and electronic information. He reviews and interprets current and emerging laws to ensure compliance with all federal and state department information resources. He also develops training policies, standards, guidelines, and security monitoring for the campus. Current projects include managing the Intrusion Detection and Prevention systems, and monitoring server and network hardware for potential security risks.

Anthony’s future projects include increasing security framework with cloud based services and developing framework and strategies for security services on campus. He is an active member of the San Antonio Security Leaders forum which meets quarterly to discuss important security issues in San Antonio, Texas.
Scientific literacy has been defined as the foremost challenge of this decade (AAAS, 2012). The Geological Society of American in its position statement posits that due to the systemic nature of the discipline of earth science, it is the most effective way to engage students in STEM disciplines. Given that the most common place for exposure to earth sciences is at the freshman level for non majors, we decided to transform a freshman introductory geology course to an active, student centered course, using an inquiry based approach. Our focus was to ensure the students saw the earth sciences as broadly applicable field, and not an esoteric science.

To achieve this goal, we developed a series of problems that required the students to apply the concepts acquired through their self guided learning into the different topics of the course. This self guided learning took the form of didactic content uploaded into the learning management system (the various elements used to deliver the content were designed video clips, short text based lectures, short formative assessments, discussion boards, and other web based discovery exercises) with the class time devoted to problem solving.

A comparison of student performance in the active learning classroom vs. a traditional classroom as measured on a geoscience concept inventory (the questions were chosen by a third party who was not teaching either courses) showed that the the students in the active learning classroom scored 10% higher on the average in comparison to the traditional class. In addition to this heightened performance, the students in the active classroom also showed a higher degree of content retention 8 weeks after the semester had ended. This session will share the design process, some exercises and efficacy data collected.
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| p. 67 | Sept 26 | Iowa Distance Learning Conference – Des Moines, IA  
*Adding Game Elements to Online Courses: It’s Not that Hard!*  
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| p. 76 | Oct 3 | 3rd Academic Technologies Summit at the UTEP  
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*Inaugural Film Festival at UTSA*  
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| p. 85 | Oct 15 | Educational Experience Film Festival (E2F2) – San Antonio, TX  
*Inaugural Film Festival at UTSA*  
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| p. 86 | Oct 17 | Security Leaders Forum – San Antonio, TX  
*UTSA’s Asset Management*  
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| p. 87 | Oct 19 | Consortium of College and University Media Centers – Portland, OR  
*Combining Tech Training with Faculty Resources*  
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| p. 88 | Nov 10 - 14 | US Distance Learning Association - National Distance Learning Week  
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| p. 89 | Dec | Business Officer Magazine  
*A New Dimension in Academic Advising*  
By: Vanessa Hammler Kenon, Ed.D. | Featuring: Kenneth Pierce |
| p. 92 | Dec 9 | ISACA San Antonio Chapter Meeting – San Antonio, TX  
*Improving Your Organization’s Security Posture via Inventory Management*  
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| p. 93 | Dec 15 - 19 | American Geophysical Union - Fall Meeting – San Francisco, CA  
*Chaotic.....!! Active and Engaged. Effects of an active learning classroom on student retention and engagement.*  
Presenter(s): Sunay Palsole, Ph.D. |
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Michael Anderson
Online Learning Director

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United States Distance Learning Association - National Conference - Presenter
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Anthony Espinoza
Information Security Officer

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Ben Garcia
Director of Customer & Operations Support Services

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Executive Function Management - Presenter
Leveraging Cloud Endpoint Backup Strategies to Protect, Backup, and Manage End User Data
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North San Antonio Chamber: Business Technology Series - Panelist
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Lee Gildon  
Chief Operations Officer

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Ernest Hernandez  
Director of Video Technology

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Why Filmmaking is better than Video Production for Educators  
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Changing campus monitors: Video monitors schedule to undergo changes  
By: Kevin Femmel | Featuring: Ernest Hernandez | January 28, 2014 | p.17

Vanessa Hammler Kenon, Ed.D.  
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Microsoft TechEd 2014 - Women in Technology Panelist  
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VTC Brings Educational Opportunities to Students at University of Texas
By: Marc McCormick | Featuring: Sunay Palsole, Ph.D. | January 14, 2014 | p.16
Kenneth Pierce  
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Introduction to UTSA’s OIT
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South by Southwest Education Conference - Panelist
Technologies to Improve College Completion
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InnoTech Conference - Panelist
The Convergence of the CIO and CMO
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UTSA CIO Kenneth Pierce named IT Executive of the Year
By: KC Gonzalez | Featuring: Kenneth Pierce | April 4, 2014 | p.35

CIO Review Magazine
Adopt Cloud for Improved Efficiency and Productivity
By: Kenneth Pierce | July 14, 2014 | p.52

UTSA Today
UTSA Online Information Systems Graduate Course Recognized for Innovation
By: Rebecca Luther | Featuring: Kenneth Pierce & Josef Varga | July 17, 2014 | p.55

CIO Review Magazine
Universities Going Mobile or are they?
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Business Officer Magazine
A New Dimension in Academic Advising
**Bryan Wilson**  
Executive Director of Enterprise Systems

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*Move Over VMWare- Microsoft is Knocking at Your Door: Utilizing virtualization technology to promote modern enterprise goals*  
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**Joe Tobares**  
Director of Academic Technology

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Academic Technologies Summit at
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Jose Carrillo
Producer

Innovations in Online Learning Conference - Presenter
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Patricia Clark
Application Development & Support Manager

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Marcela Ramirez
Senior Instructional Designer

Academic Technologies Summit at The University of Texas El Paso - Presenter
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