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.

The year 2015 was paramount for the Office of Information Technology (OIT) and the Office of Information Security (OIS) in shaping the future of UTSA through rock-solid services, innovative research, leadership and strong community collaboration. This past year our aim was to deliver customer service with an underpinning set of principles: community satisfaction, leadership, staff development, fiscal management, and focused customer service. Using these areas of focus, we guided our technology decision-making and service delivery for the UTSA community of students, faculty and staff to enhance their research, educational experience and most importantly student success.

We are embracing the University’s goal of Tier One status as a world-class institution. We therefore must leverage new and emerging research in technological trends, implement architecture that epitomizes the highest standards and base decisions on well-defined relevant metrics.

In 2015, we promoted innovation and creativity to find solutions that delighted the community and supported the University’s goals. We communicated transparently and invited all those who represent broad perspectives to share knowledge and information through communities of practice as evidenced by our unprecedented successes. The Office of Information Technology is an organization of approximately 150 professionals who not only provide core information technology services, but solutions to everyday challenges to enable educational and research activities. OIT also provides consulting services to UTSA’s departments, laboratories and centers, and partners with faculty, students and staff to support digital learning initiatives and research endeavors.

Through the almanac, we reflect on this past year with an emerging sense of pride as we see our OIT staff work tirelessly to provide top-tier technology, research support and solutions for student success. Constant communication is the lynchpin to student success and must begin with exemplary customer service by partnering with faculty, staff and students at all levels. Deliberate and well-executed delivery of services and support for UTSA’s teaching and learning, research, public service and administrative programs will provide our students with the necessary tools to succeed in the twenty-first century.

Bryan Wilson
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

• Implement technology that supports UTSA core values of learning, scholarship, creativity, and service.
• Gather input from the University Community of students, faculty, and staff.
• Focus on the measurable value of the products and services provided by balancing the importance, impact, 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 to 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 infeasible.
• Maintain the security, integrity, compatibility, and usefulness of institutional data.

VALUES

STUDENT FOCUS
INTEGRITY
INNOVATION
TRANSPARENCY
INCLUSIVENESS
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
- EARLY ALERT RETENTION NETWORK (EARN)
- ONEDRIVE FOR BUSINESS
- SKYPE FOR BUSINESS
- MICROSOFT OFFICE PROPLUS
- ROWDYVISION
- UPGRADED PRINTSPOT
- DEGREEWORKS

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.

FACULTY

TECHNOLOGY ACHIEVEMENTS

- IMPROVED CLASSROOM TECHNOLOGY
- ONLINE/HYBRID COURSE ACADEMY
- INCREASED TECHNOLOGY TRAINING
- ONEDRIVE FOR BUSINESS
- SKYPE FOR BUSINESS
- SHAREPOINT ONLINE
- INNOVATION IN ONLINE LEARNING CONFERENCE
- EDUCATIONAL EXPERIENCE FILM FESTIVAL (E2F2)
- EXPANDED USE OF OITCONNECT PORTAL
- LECTURE CAPTURE RESOURCES
STAFF

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
- SKYPE FOR BUSINESS
- UNIFIED MESSAGING
- GET IT TECHNOLOGY VIDEOS
- TELEPHONE REQUEST PROCESS
- OFFICE 365
- BRAINSTORM
- QUALTRICS

INFRASTRUCTURE

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
- NORTH PASEO BUILDING (NPB) AS FIRST FULLY VOICE OVER IP (VOIP) BUILDING
Sunay Palsole, Ph.D., associate vice provost for digital learning, Marcela Ramirez, senior instructional designer, and Michael Anderson, director of online learning, attended the Pennsylvania State System of Higher Education (PASSHE) Virtual Conference to discuss how to incorporate gaming elements into the classroom. Their session, “Gamification: A low investment guide,” showed participants that deploying gamification does not have to be a multi-million dollar investment if it is integrated into their course through a Learning Management System (LMS).

The PASSHE Virtual Conference brings together educators from all over the world to discuss online and virtual learning. This conference is entirely virtual and all sessions are available to watch on the attendee’s own time.

Gamification: A Low Investment Guide
Pennsylvania State System of Higher Education (PASSHE) | Virtual Conference
February 11

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

Link:
http://www.passhe.edu
Black History Knowledge Bowl

UTSA Today | San Antonio, TX
February 20

The Office of Information Technology (OIT) co-sponsored the 2015 Black History Knowledge Bowl on February 18th in the Denman Room on the UTSA Main Campus. The Black History Knowledge Bowl is an annual event for students to participate in competitions that test their knowledge of African American history and culture.

Vanessa Hammler Kenon, Ed.D., assistant vice provost for IT and a member of the Event Committee, coordinated OIT’s assistance in the event and cheered the teams on. OIT Audio Visual and Media Specialist Steven Lopez was on hand to set up the event and ensure that all video and computer needs were met. The computer support OIT provided ensured that the teams were updated with pertinent information such as their scores.

Eight teams competed in a double elimination tournament to find out who knew the most about the musical, political, innovative, social, linguistic, and other contributions of African Americans to society. The top three teams shared the $2,500 cash prize.

This year’s Black History Knowledge Bowl was sponsored by Sonja Lanehart, professor and Brackenridge Endowed Chair of Literature and the Humanities, African American Studies, OIT, and the Student Center for Community Engagement and Inclusion.

Winning Teams:

1st - Diversity Quota
2nd - Team Kanye
3rd - No Name Necessary

From left to right Dorinda Rolle, Ph.D., Diversity Quota student participants (1st Place) and Vanessa Hammler Kenon, Ed.D.

Conference: NSACC

Global Data Center Services
North San Antonio Chamber of Commerce
CIO Breakfast Series | San Antonio, TX
February 27

Kenneth Pierce, former vice provost and CIO for the Office of Information Technology (OIT), led the North San Antonio Chamber of Commerce event about Global Data Center Services as part of the CIO Breakfast Series. Pierce also acted as the chair in the CIO Breakfast Series.

Kenneth Pierce

Link: https://www.northsachamber.com/focus-issues-volunteer-leaders/technology-council/

From left to right Dorinda Rolle, Ph.D., Diversity Quota student participants (1st Place) and Vanessa Hammler Kenon, Ed.D.
Panasonic Higher Education Advisory Board
UTSA Today | Osaka, Japan
March 2 – 6

Director of Academic Technology Joe Tobares served on the Panasonic Higher Education Development Board in Osaka, Japan and previewed the next generation technology Panasonic is currently developing for displays. While on the board, Tobares spoke to Panasonic’s Divisional Director of Flat Panels and Projectors along with other executives and engineers on UTSA Learning Spaces and future plans for the university’s classrooms.

He also gave feedback on how the technology could be improved before release. Tobares was one of ten selected speakers from institutions across the United States. Speakers were also selected from Northwestern, University of South California, Oregon State, and Notre Dame.

While in Japan, Tobares also met with Audio Visual managers at Doshishua University in Kyoto, Japan and discussed how UTSA handles specific technological situations on campus.

Panasonic manufactures electronics, computer products, audio and video equipment, and countless other tools for organizations and institutions all over the world. They are headquartered in Kadoma, a city in Osaka.

Innovating the Learning Experience: Build Interactive and Engaging Blended Courses
Sun Conference on Teaching and Learning | El Paso, TX
March 5 – 6

Sunay Palsole, Ph.D., associate vice provost for digital learning, Marcela Ramirez, senior instructional designer, and Diana Amis, instructional development specialist, attended the 12th International Sun Conference on Teaching and Learning at the University of Texas at El Paso.

The Sun Conference on Teaching and Learning’s mission is to build a community of instructors and educators that transcends cultural, ethnic, and national barriers. The conference hopes to provide valuable information to enhance teaching and learning.

Sunay Palsole, Ph.D.
Marcela Ramirez
Diana Amis

Link: http://cetalweb.utep.edu/sun/
The OIT Customer Relations & Communications (CRC) team participated in the 7th Annual Student Affairs Conference at UTSA. The conference focused on providing professional development in line with the National Association of Student Personnel Administrators (NASPA) professional competency.

CRC team members were on hand to promote the upcoming OIT Spring Tech Fest and inform conference attendees of the resources that OIT provides. The OIT Spring Tech Fest is free and open to UTSA students, faculty, and staff and provides special opportunity for Student Affairs professionals to develop their human and organizational resources competency.

Abhishek Gwal and Rosalind Ong De Treviño

Chief Information Officer Leadership Forum
Argyle Executive Forum | Dallas, TX
March 11

Ken Pierce, former CIO and vice provost, presented at the Chief Information Officer Leadership Forum, a part of the Argyle Executive Forum. The CIO Leadership Forum focused on several areas including leveraging cloud computing, challenges associated with IT consumerization, optimizing talent management, the impact of social media on the IT department, data security, and the changing role of the CIO.

The Chief Information Officer Leadership Forum brings together leading CIOs, CISOs, CTOs, VPs, and IT leaders to discuss innovative technology strategies and best practices. The Argyle Executive Forum states that “the role of the Chief Information Officer has greatly changed during the past few years. CIOs and IT leaders—who are now integral to accelerating their business’ growth—are tasked with driving value throughout the organization. They are consistently improving processes and workflow, accelerating time to market, and identifying new business opportunities. With the volatile economy, technology leaders have a unique opportunity to provide real business value by making decisions that will better position enterprises to succeed in upcoming years.”

Kenneth Pierce
Former CIO of University of Texas at San Antonio
Kenneth (Ken) Pierce is the former vice provost for Information Technology and Chief Information Officer (CIO) at the University of Texas at San Antonio (UTSA). He previously served as the Chief Information Officer (CIO) at the University of Texas at El Paso (UTEP). Mr. Pierce has held both technical and executive management positions in major aerospace and computing corporations, and in higher education. Prior to his position at UTEP, he was Director of Product Development and Management at a startup ‘dot com’ in Emeryville, California. In addition, he has worked for The Boeing Company in Seattle, WA, where he managed organizations responsible for technical training, HR Systems, and Finance Decision Support Systems. Mr. Pierce also spent time at the Microsoft Corporation, assisting them through the Y2K era. Ken Pierce received his bachelor’s degree in Mechanical Engineering from the University of Houston, and his master’s degree in Information Technology from Capella University. In his current position, he is responsible for UTSA’s network and data center infrastructure, application support and development, telephone system, support services, classroom technology, video production, and online / distance education. Mr. Pierce also serves as a part-time lecturer in the College Of Business Information Systems department.
OIT staffers attended the SXSWedu conference to participate in the Bill and Melinda Gates Foundation Summit. The summit brings together educators and administrators to discuss advances and innovations in postsecondary education, achievement, and success.

Vannessa Hammler Kenon, Ed.D., assistant vice provost of IT, and Rosalind Ong De Treviño, project coordinator, attended the event and participated in numerous Bill and Melinda Gates Foundation sessions, including one featuring Jill Biden, wife of Vice President Joe Biden.

Participant(s):
Vannessa Hammler Kenon, Ed.D.
Rosalind Ong De Treviño

Link:
http://sxswedu.com/
The OIT Spring Tech Fest, sponsored by the Office of Information Technology, is a conference that brought together members of the technology world with the UTSA community to discuss topics, such as productivity, efficiency, and innovation. Various companies, organizations, and UTSA staff members presented sessions and contributed to the vendor fair.

The inaugural conference was held at the UTSA Main Campus and featured presentations from OIT staff on topics, including video production, data backup, remote work, and Microsoft SharePoint. UTSA students, faculty, and staff attended various sessions held throughout the day to learn more about the different technologies available to them for research, work, and study.

» Assistant Vice Provost of IT Vanessa Hammelker Kenon, Ed.D., and Director of Customer and Operations Support Services Ben Garcia presented: “Crafting a Governance Plan: Case Study in SharePoint Online”

» Assistant Director of Application Development and Support Jayashree Iyengar, and OIT Manager of Application Development and Support Patricia Clark presented: “Providing for the Mobile First Student”

» Director of Video Production Ernest Hernandez presented: “Rowdy Vision: Getting Your Message Across”

» Senior Instructional Designer Marcela Ramirez, Instructional Development Specialist Michael Brand, Instructional Development Specialist Claudia Arcolin, and Instructional Development Specialist Diana Amis presented: “So You Want To Create an Online Course? Let’s Get Started!”

» Technical Writer/Editor Alan Safai, and Communications Specialist Abhishek Gwal presented: “Student Innovation Coalition”

» Telecommunications Manager Mary-Margaret Echevarria, and Director of Communications Infrastructure Services Dan Byrd presented: “Unified Messaging: Voicemail +”

» Video Producer Jose Carrillo presented: “Create Your Own Video Presentations with Your Own Devices”

» Senior Information Security Analysts Lance Pritchard, and Brad Cooper, and Information Security Analyst Pebby Garner presented: “Mobile Devices, Websites, and Social Media: Protecting Your Data and Yourself”

» Assistant Director of Video Conference Operations Robert Granado, and Information Technical Training Coordinator Melissa Padalecki presented: “Online Video Collaboration - The Meeting Space with Microsoft Lync”

» Webmaster Dalinda Hanna, and Project Coordinator Rosalind Ong De Treviño presented: “Share-Organize-Discover-Build-Manage: SharePoint Online”

Presenter(s):
Anthony Espinoza
Abhishek Gwal
Alan Safai
Ben Garcia
Brad Cooper
Bryan Wilson
Chip Meadows
Claudia Arcolin
Dalinda Hanna
Dan Byrd
Diana Amis
Edgar Madrigal
Ernest Hernandez III
James Lee
Jayashree Iyengar
Joe Toberes
Jose Carrillo
Ken Pierce
Lance Pritchard
Leonard Williams
Linda Dunn
Marcela Ramirez
Mark McCoy
Mary-Margaret Echevarria
Mauricio Sandoval
Melissa Padalecki
Michael Brand
Mitch Cooper
Patricia Clark
Pebby Garner
Robert Granado
Rosalind Ong De Treviño
Sunay Palsole, Ph.D.
Vannesa Hammelker Kenon, Ed.D.

Link:
https://utsacloud-public.sharepoint.com/Pages/Collaboration/StudentCollaboration/SpringTechFest.aspx

Attendees signing in at the OIT Spring Tech Fest

Continued from previous page

» Interim Executive Director of Enterprise Systems and Deputy CIO Anthony Espinoza, and Identity Management Analyst Mark McCoy presented: “Two Step For Two Factor Authentication and Me”

» OIT Manager of Data Center Services Mauricio Sandoval, and Senior Information Security Analyst Chip Meadows presented: “Protecting UTSA Data: Learning About Storage and Confidentiality”

» Director of Customer and Operations Support Services Ben Garcia presented: “Support Services and Portal: Service Request, Trouble Request, and Advice”

» Associate vice provost for Digital Learning Sunay Palsole, Ph.D. presented: “Enhance Survey Creation Using Qualtrics”

» Video Producer Jose Carrillo presented: “How to Close Caption Your Own Videos for Free with YouTube”

» Director Academic Technology Joe Toberes, and Interactive Communication Coordinator Robert Granado presented: “Lecture Capture with Microsoft Lync”

» Director of Student Computing Linda Dunn, PrintSpot Manager Leonard Williams, Customer Support Supervisor Edgar Madrigal, and System Analyst James Lee presented: “You Have Heard The Myths, Come Learn the Facts! Student Computing PrintSpot / MobilePrint / Office 365”

» Director of Communication Infrastructure Services Dan Byrd, and Enterprise System Engineer Mitch Cooper presented: “Student Advantage: Free Tech Software for UTSA Students”

» Video Producer Jose Carrillo presented: “Online Video Editing”

» Director of Video Production Ernest Hernandez presented: “Educational Experience Film Festival (E2F2)”

» Director of Customer and Operation Support Services Ben Garcia presented: “Help, My Computer Crashed! Data Backup Protection”
The UTSA Office of Information Technology will host its inaugural OIT Spring Tech Fest on Tuesday, April 7 through Wednesday, April 8, 2015. UTSA faculty, staff and students are invited to attend and expand their knowledge of technology resources available to them. The event will feature presentations, a vendor fair, and keynote speakers.

In addition, attendees will have the opportunity to attend sessions from leading technology and business solutions companies including Microsoft, Apple, Gartner, Code42, and Ricoh!

Registration is open to UTSA students, faculty, and staff interested in learning more about how to use technology tools.

Sponsored by OIT, the conference will provide the UTSA community with the opportunity to attend professional development sessions presented by IT experts as well as industry leaders and partners.

The vendor fair will also provide attendees an opportunity to interact with IT and business solutions vendors as well as UTSA departments in order to learn more about working efficiently as students or professionals.

Session topics are aimed at helping attendees understand new and upcoming resources, including:

- Office 365 & SharePoint Basics Overview: Making these cloud based solutions work for you
- Toopher Two-Factor Authentication: Required to safely and securely access your important data while on and off campus. Coming Summer 2015!
- Protecting UTSA Data: Learn about the data storage options available for collaboration, remote access, and Category 1 data
- Qualtrics Survey Creation: Beyond Survey Monkey: a professional and efficient way to collect information
- Unified Messaging – Voicemail +: This system allows you to send voicemails to your email, check your calendar and emails, and much more using just your phone!
- Microsoft Lync: Meet with your office team, students, classmates, or colleagues without the hassle of travel or reserving a physical location. Faculty have the added opportunity to learn about Lync for lecture capture
- Video Production: Create videos that engage students and enhance their experience
- Online Course Development: Identify resources and tools available for successful adoption of online learning environments
- Leveraging Gartner: Bring timely, objective real-world examples and content to the classroom and student experience. Learn how technology can enable UTSA’s ability to attract, acquire, and retain students.
Cultural Demands and the Future of Work – Harnessing Technology and Engaging Employees for Success
InnoTech | San Antonio, TX
April 9

Kenneth Pierce, former vice provost for Information Technology and chief information officer (CIO), presented at the InnoTech Technology and Innovation Conference. Pierce presented with other local technology leaders Kevin Martin, Lt. Col. Kevin P. Seeley, and Vickie Strong in the session “Cultural Demands and the Future of Work – Harnessing Technology and Engaging Employees for Success.” The session focused on creating a successful environment to enable the workforce by adapting to changing business models and cultures.

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.

Presenter(s):
Kenneth Pierce

Link: http://www.innotechconferences.com/sanantonio/

Mobile “Show & Tell”
Texas Association of State Systems for Computing and Communications (TASSCC) Technology Education Conference | Austin, TX
April 11

Patricia K. Clark, manager of application development and support, presented at the 2015 Texas Association of State Systems for Computing and Communications Technology Education Conference (TASSCC TEC). The 2015 conference theme was “Mobile Mania! – Government in a Mobile World.” Clark shared information on the UTSA mobile application which is available free for students, faculty, and staff. Her presentation during the session Mobile “Show and Tell,” touched on the progress of the mobile app and showed off its many features.

“The TASSCC TEC Conference is held in early spring and covers specific topics of interest. The purpose of the conference is to drill down on issues that are relevant and timely to technology directors and specialists alike and provide an in depth look at the challenges faced by this community.” http://www.tasscc.org/

Presenter(s):
Patricia K. Clark

Link: http://www.tasscc.org/?page=219
Presenter(s):
Vanessa Hammmer Kenon, Ed.D.


Vanessa Hammmer Kenon, Ed.D., presents at AERA

End Dial Plan & Phone Number Management Headaches
Association for College and University Technology Advancement (ACUTA) Conference | Atlanta, GA
April 19 – 22

Presenter(s):
Mary-Margaret Echevarria

Link: http://tinyurl.com/p5hzgjz

Mary-Margaret Echevarria, telecommunications manager, moderated a session at the 2015 Association for College and University Technology Advancement (ACUTA) Conference and Exhibition titled “Corp Press: End Dial Plan & Phone Number Management Headaches.” The session taught presenters how to manage phone calls and voicemails without using a spreadsheet or other manual methods.
Gamification as an Engagement Strategy in Online Courses
Online Learning Consortium | Dallas, TX
April 22 – 24

Kenneth Pierce, former vice provost for information technology and chief information officer (CIO), and Sunay Palsole, Ph.D., associate vice provost for digital learning, presented at the 8th Annual Emerging Technologies for Online Learning International Symposium. The session, entitled “Gamification as an Engagement Strategy in Online Courses,” looked at how teachers and instructors can use games and game ideas to increase learner engagement and interest.

The Emerging Technologies Symposium focuses on emerging technology for online teaching and learning. The conference brings together various online learning instructors, designers, and administrators to discuss innovative and engaging learning practices and tools.

“Gamification strategies applied to online courses increase learner engagement, success, and ease course management. This session shares our transferable implementation strategies and outcomes analysis.”

“Online courses are ideal for providing anytime anywhere education to learners; but they still face challenges in terms of keeping the learners on task, developing self-efficacy and engaged motivation to succeed. Research shows that courses that achieve all of the above create new time management challenges for instructors. This problem is exacerbated when the courses are scaled to meet enrollment needs for programs. We faced these challenges in an online course titled Introduction to Information Systems (IS 5003) at the University of Texas at San Antonio (UTSA). IS 5003 encompasses a broad learner population who come from very diverse academic backgrounds since it enrolls majors from computer science and learners with a business background without any technology experience. Because of the different major backgrounds, it was challenging to balance course content that could engage and motivate both business and computer science learners in the course content and achieve aligned learning outcomes. We redesigned the course by applying game design thinking to enhance the learners’ engagement, desire and ability of learning within an asynchronous online course. The key goals of the redesign were two-fold. (1) Increase learner engagement and success in the course and (2) mitigate instructor load issues in the redesign. The key to the redesign was using existing open source tools along with gamification to create an engaging course without a large time and capital investment. Three semesters of data show that the course has led to greater learner engagement and lowered faculty load even with an increased enrollment of over 50% in the course. Additionally, the course design is scalable and transferrable.”

Conference: OLC

Using Data as a Marketing Tool To Engage Faculty In Alternative Course Delivery
United States Distance Learning Association (USDLA) | St. Louis, MO
April 26

Sunay Palsole, Ph.D., associate vice provost for digital learning presented at the United States Distance Learning Association conference on April 26th. The session, “Using Data as a Marketing Tool To Engage Faculty In Alternative Course Delivery,” focused on how to use data to engage faculty in utilizing online learning and alternative course delivery methods for their classroom.

The United States Distance Learning Association is a non-profit organization dedicated to online learning, research, development, training, and communications. Founded in 1987, the organization address K-12, higher education, and corporate/government training.
Leveraging 802.11ac Wireless for a University Deployment
North San Antonio Chamber | San Antonio, TX
May 21

Bryan Wilson, interim vice provost for IT/CIO, and Dan Byrd, director of infrastructure services, wrote an article for the North San Antonio Chamber. The article, entitled “Leveraging 802.11ac Wireless for a University Deployment,” discussed how UTSA has changed to meet the increasing Internet demands of a growing and mobile-first student body. To better satisfy the Roadrunner community, the Office of Information Technology (OIT) installed a controller 802.11ac-based system, which provided UTSA with flexibility, enhanced security, and a more robust wireless environment overall.

The North San Antonio Chamber strengthens businesses in the San Antonio area through networking, advocacy, and professional development programs.

From submitting a quiz on their laptop, streaming the latest episode of a hit television program on their mobile phone, or using their tablet to participate in an in-class activity, college students rely on the wireless internet. These days, everything is utilizing the internet for collaboration and communication. Students are carrying several devices and expecting them to be constantly connected.

The explosion of personal wireless devices has created challenges for campus wireless networks around the country, and The University of Texas at San Antonio (UTSA) is not immune. UTSA, a large 4-year public institution, is now experiencing similar issues as the number of wireless network devices utilized by students has dramatically increased. Students, along with faculty and staff, are increasing and expanding their wireless use on campus, engaging in research for projects and streaming content for entertainment. An intense demand for instant access to information for academic and personal use requires solutions to remain innovative and up-to-date.

A Growing Mobile Culture

Wireless usage for student devices such as laptops, tablets, and cellphones has tripled over the past three years. In a growing mobile culture, improving wireless performance is a task that benefits the entire university community. Having these resources available is important for universities competing for students, financial resources, and recognition as top-tier institutions. In order to deliver exceptional technology services for the community, UTSA researched a strategy for implementation of a new 802.11ac wireless solution.

Students had previously complained about poor wireless performance in high-user traffic areas (such as the library), as well as difficulty accessing resources over the internet due to the growing use of the network. With 750 802.11n access points and a maximum concurrent usage on the wireless network user range around 17,000, UTSA recognized that the existing wireless network architecture and hardware were no longer able to provide adequate support for students, faculty, and staff in areas of high user density. Advanced system features were required for the desired functionality.

As with many institutions of higher education, consideration of the allotted budget to avoid increasing tuition for UTSA students or decreasing services was essential to finding a solution that could be maintained by the university. In an effort to resolve these issues, the Office of Information Technology (OIT) at UTSA evaluated alternative wireless solutions from multiple wireless vendors. Although performance data can be subjective, it is beneficial to have. Along with other facts, this information led to the selection of a vendor. A vendor with a clear technology roadmap is important in wireless solutions as the technology changes so quickly.

UTSA’s Approach

UTSA’s approach to upgrading the wireless network was through an on-premise controller 802.11ac-based solution. While controller-based solutions have been the status quo, UTSA has found them to be superior to cloud-hosted wireless solutions. From the limited group defined, the list of vendors was narrowed to two (a cloud-based and a controller-based offering), and a proof of concept deployment was done in the area of highest density on campus—the John Peace Library (JPL). During these tests, each vendor solution was evaluated based upon performance and product features. Although performance data can be subjective, it is beneficial to have. Along with other facts, this information led to the selection of a vendor. A vendor with a clear technology roadmap is important in wireless solutions as the technology changes so quickly.

The use of a controller-based system was proven to provide UTSA with the most flexibility in design and performance. Aruba provides powerful system management services and performance tuning and reporting, which has given UTSA the tools it needs to create a robust wireless environment. This allows the university to continue to research in other areas to improve the student experience with technology resources at UTSA.

Simplified design of the system, enhanced ease of use, and advanced security features including firewall and IDS will help protect the network from viruses, malicious actors, and unauthorized access. UTSA has seen a vast improvement in client metrics and performance management with the new system.

With the new wireless solution in full operation, OIT has seen a reduction in challenges from students. The university doubled the access points available to students to 1,500. Increased bandwidth utilization demonstrates the improved performance of the wireless network throughout the UTSA campus. The systems enhance the ability to identify, filter, and manage user traffic to ensure better performance for network-delivered curriculum, and they ensure that the new wireless solution will continue to adapt and serve the university as it continues to transform on its journey to Tier One recognition.

Presenter(s):
Bryan Wilson
Dan Byrd

Link: https://www.northsachamber.com/2015/05/21/leveraging-802-11ac-wireless-for-a-university-deployment/

UTSA's Approach

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The use of a controller-based system was proven to provide UTSA with the most flexibility in design and performance. Aruba provides powerful system management services and performance tuning and reporting, which has given UTSA the tools it needs to create a robust wireless environment. This allows the university to continue to research in other areas to improve the student experience with technology resources at UTSA.

Simplified design of the system, enhanced ease of use, and advanced security features including firewall and IDS will help protect the network from viruses, malicious actors, and unauthorized access. UTSA has seen a vast improvement in client metrics and performance management with the new system.

With the new wireless solution in full operation, OIT has seen a reduction in challenges from students. The university doubled the access points available to students to 1,500. Increased bandwidth utilization demonstrates the improved performance of the wireless network throughout the UTSA campus. The systems enhance the ability to identify, filter, and manage user traffic to ensure better performance for network-delivered curriculum, and they ensure that the new wireless solution will continue to adapt and serve the university as it continues to transform on its journey to Tier One recognition.

Presenter(s):
Bryan Wilson
Dan Byrd

Link: https://www.northsachamber.com/2015/05/21/leveraging-802-11ac-wireless-for-a-university-deployment/
Innovations in Online Learning
IOL Conference | San Antonio, TX
May 20 – 22

The Office of Information Technology (OIT) co-hosted the 11th annual UT System Innovations in Online Learning (IOL) Conference from May 20-22 at the Hotel Contessa in downtown San Antonio. The conference was co-hosted by the University of Texas at San Antonio and the University of Texas at El Paso and featured a variety of workshops, presentations, and sessions for its attendees.

Dr. Rob Robinson, senior director of client success at Civitas Learning presented the conference’s opening keynote on May 20. His presentation “Beyond the Hype: Getting Real Results with Predictive Analytics,” served as a platform to discuss the different approaches for data usage in higher education and their impact and sustainability.

Whitney Kilgore, chief academic officer at iDesignEDU discussed the innovative pedagogical design laboratory. Her presentation provided insight on MOOCS (Massive Open Online Courses) and student retention.

UTSA faculty and OIT staff presented the following sessions:

» “Tips to Gamify Your Course in Blackboard”
  presented by Claudia Arcolin

» “Random Advice from Working in Technology for the Past 15 Years”
  presented by Diana Amis

» “Respondus”
  presented by Michael Brand

» “How to Close Caption Your Own Videos For Free With YouTube”
  presented by Jose Carrillo

» “Using Microsoft Lync for Lecture Capture”
  presented by Ken Pierce and Robert Granado

» “Video Editing using Photoshop CC 2014”
  presented by Jose Carrillo

» “Lync for Improving Collaboration”
  presented by Robert Granado and Melissa Padalecki

» “I’m in a Decision-Making Quandary”
  presented by Diana Amis

» “The Pedagogical Evolution of Video: From Lecture Capture to Segment”
  presented by Ernest Hernandez

» “Blend and Extend: The Opportunities and Challenges in Designing the Integration of Online and Face-to-Face Learning for a Case Study Course”
  presented by Bruce Rudy, Diana Amis, and Marcela Ramirez

» “Introducing Video Projects for Online Courses using WeVideo”
  presented by Jose Carrillo

Best of Texas: Mobile Winner
Texas Digital Government Summit | Austin, TX
June 27

The Office of Information Technology Application Development and Support team was presented with the 2015 Best of Texas Award for Best Mobile/Wireless Project in the 14th year of the award for the UTSA mobile application. The team that worked on this project included Assistant Director for Application Development and Support Jayashree Iyengar, Manager of Application Development and Support Patricia K. Clark, Enterprise System Programmer Chris Grishaw, Enterprise System Programmer Wesley Lay, and Enterprise HPC Systems Engineer Jeremy Mann. Mann and Lay attended the reception and award ceremony on June 26 in Austin, TX to accept the award on behalf of UTSA OIT.

The Application Development and Support (ADS) team has been working on the UTSA mobile app, which allows students to check their courses, view their schedules, and read UTSA news. Part of the Providing for the Mobile First Student project, ADS understands that many students today operate on mobile devices, some using their smartphones and tablets instead of traditional desktop and laptop computers. These students come to expect various services to operate properly and effectively on their mobile devices.

“In its 14th year, the Best of Texas Awards program recognizes public-sector professionals and local government organizations for their dedication and contributions to advance information technology in Texas. Winners are selected based on a number of criteria, including collaboration among agencies, innovative use of technology, economic benefits and improving public services and business processes,” states the Center for Digital Government press release.

“Those in the government information technology arena have again demonstrated that major strides continue to be made each year with the application of new technologies,” said Todd Sander, executive director of the Center for Digital Government. The Center for Digital Government is an advisory institute on information technology and practices which facilitates the Best in Texas Awards.
Anthony Espinoza, interim executive director of enterprise systems and deputy CIO, was the Chapter keynote speaker for the San Antonio ASIS July business meeting. Espinoza presented UTSA’s Insight Program as a solution for asset management and a compliance audit tool at the University.

Twenty-four security professionals from private sector organizations such as federal, military, oil and gas, energy, banking attended the ASIS Chapter meeting.

Espinoza was recently selected as the Interim Executive Director of Infrastructure Services and Deputy CIO. He has served UTSA for the past 18 years in a variety of capacities within OIT.

ASIS International is an organization for security professionals dedicated to increasing the effectiveness of educational programs and materials for the security world. Learn more about ASIS International on their website.

Anthony Espinoza, interim executive director of infrastructure services and deputy CIO
**It Takes a Campus: Building Institutional Support for Blended Learning**

Online Learning Consortium Blended Learning

Denver, CO | July 7

Associate Vice Provost for Digital Learning Sunay Palsole, Ph.D., presented at the Blended Learning Conference, in Denver, Colorado on July 7. The session, entitled “It Takes a Campus: Building Institutional Support for Blended Learning,” examined the various strategies that university campuses can enact in order to properly implement blended learning in the classrooms. Palsole also discussed how support needs to come from the different levels of university administration and not just from faculty.

Blended Learning is a method of instruction in which the class has both face-to-face and online sessions. This type of learning and instruction is often referred to as hybrid learning. UTSA offers many hybrid classes for a variety of colleges and courses.

The Blended Learning Conference is an annual event that brings together educators and course developers from all over the world to discuss how to enhance student learning and effectively provide blended learning. Appropriately, the conference also allowed virtual attendance for those who couldn’t make it to Denver.

**Presentation: SAPREP**

**OIT Staff Give IT Careers Presentations to High School Students**

SAPREP

San Antonio, TX | July 24

Two OIT staff members were guest speakers for UTSA during the SAPREP (San Antonio Prefreshman Engineering Program) summer program at the UTSA Main Campus. Chip Meadows, senior information security analyst, spoke on July 8 about careers in information technology with an emphasis on information security. Vanessa Hammler Kenon, Ed.D., assistant vice provost for IT, presented on July 23 from a management perspective on the various careers available in the IT field.

SAPREP encourages junior and high school students to pursue engineering, science, and technology paths at schools and universities. The summer program, which runs from June 15 to July 30, involves Career Awareness Seminars, features professionals in science, technology, engineering, and mathematics (STEM) fields. These STEM professionals discuss current and future career opportunities and also speak on their experiences. The program also targets underrepresented students in those fields.
Teaching with Technology: Retooling Today’s Classroom for the Online World - Using Lync/Skype for Business as a Large Scale Lecture Capture Solution and More

Campus Technology 2015 Boston, MA | July 27

Robert Granado, assistant director of video conference operations, presented at the Campus Technology 22nd Annual Education Technology Conference held July 27-30 in Boston, Massachusetts.

Granado’s presentation, “Teaching with Technology: Retooling Today’s Classroom for the Online World - Using Lync/Skype for Business as a large scale lecture capture solution & more,” was part of the Teaching and Learning in a Digital Age focus area of the conference. Attendees of the session were able to hear about the experience of UTSA piloting Lync 2013 (now Skype for Business) where Granado shared strategies of how the Office of Information Technology (OIT) planned and deployed this project and how it could be applied to facilitate creative teaching methods. Granado was complimented after the session for providing attendees with concrete applications for implementation at their universities.

“As one of higher education’s most trusted providers of information on education technology, Campus Technology events have offered attendees the opportunity to learn about and master the cutting-edge technologies that drive student success and educational advancement both in and out of the classroom and help place campuses on the cutting edge of 21st century education, enterprise and infrastructure technology. The focus of Campus Technology is to allow attendees to explore the tools, strategies and innovations that provide them with the most up-to-date information on new tools, applications and services in intimate discussions and group settings.” – Campus Technology 2015 Conference

Presenter(s): Robert Granado

Bimodal Information Technology

North San Antonio Chamber San Antonio, TX | August 1

The Information Technology (IT) environment at most organizations is one of constant innovation that brings in an influx of new information and data. Managing this, along with maintaining existing processes, requires a sound business strategy. Today, the Office of Information Technology (OIT) at the University of Texas at San Antonio is comprised of approximately 150 full-time employees. This staff consists of typical enterprise teams such as developers, server and network administrators, and other positions vital to the daily operations of an IT department. In the past, however, the culture of OIT was that of a traditional IT shop in that teams struggled to keep up with the day-to-day maintenance and operations.

Traditionally, maintaining existing services, upgrading existing applications, and implementing new business applications, along with other tasks, consumed the majority of our work, leaving employees no opportunity for creative development. Despite these many responsibilities, management still expected them to innovate and craft breakthrough ideas for technology. We realized this workload and structure was inefficient and perhaps even hindered innovative development. We needed a team dedicated to keeping UTSA at the forefront of technology while providing the university with a competitive, strategic advantage. As a result of our research, we discovered the concept of Bimodal IT and decided to implement it at UTSA.

Gartner defines Bimodal IT as “having two modes of IT, each designed to develop and deliver information and technology-intensive services in its own way.” Mode One is traditional, emphasizing safety and accuracy. Mode Two is non-sequential, emphasizing agility and speed. Simply put, Mode One means slow and cautious implementation, similar to that of marathon runners, while Mode Two is fast, similar to that of sprinters.

We needed a Mode Two team that was innovative and not impeded by daily maintenance and operational tasks. The original idea for the Mode Two team involved moving quickly toward implementing innovative solutions while keeping in mind that everything the team did may not prove successful. We adopted a “fail fast” strategy that freed us from spending months on a project only to discover that it was not going to work for one reason or another.

An essential practice with the Mode Two side provides a “proof of concept” that does not involve building projects to scale for the entire environment. Mode One team members implement and build the project to scale only after the “proof of concept” in Mode Two has proven successful. To move towards a successful implementation phase, it is crucial for the Mode Two team to provide thorough documentation for the Mode One group.

Forming the Two Modes

Ken Pierce, UTSA’s former chief information officer (CIO) for IT and vice provost, fully supported the Bimodal IT concept, which helped pave the way for forming the new team. The first move was to begin assembling the new Mode Two team. OIT selected a director from the systems side of IT along with two technical staff members from the server and desktop support sides of the house. The staff members chosen for the team had a history of innovation within the organization. The director reported to the CIO, who was committed to the concept. With the newly formed team, the next step was to geographically separate the two teams by moving them into a separate building. This was done to ensure that the subject matter experts from the Mode Two team were not pulled back into daily operational tasks the Mode One team was handling.

The current role and responsibilities of the director of the newly formed Mode Two team then transferred to an existing director on the Mode One side of the department. The two directors created and agreed upon a transition plan that listed all of the outstanding Mode One projects and tasks. A corresponding graph was developed to indicate a percentage of time that the new Mode Two staff would be working on Mode One and Mode Two projects. As demonstrated in the graph, there was a four-month transition plan, and the Mode Two staff were not completely dedicated to Mode Two work until April 1, 2015. This graph allowed executive management and stakeholders the opportunity to visualize the progress of the transition plan.
During the transitions, two professional developers were contracted and two part-time UTSA students were hired to act as assistant developers and provide help in other areas. We hired one student from the Electrical Engineering graduate program and another from the Computer Science program at UTSA. While neither student had years of development and systems architecture under his or her belt, both had experience developing in C++, Java, and other computer technologies. Since the goal was to find students who demonstrated the aptitude and desire to learn, these two students fit the team perfectly.

Our team was finally assembled with two systems professionals, two developers, and two part-time student workers. It was time to start putting our project list together and build out the planning and documentation processes.

From the very beginning of the team’s formation, we focused the projects on transparency. We built the project list into a SharePoint form that was open to all of campus so that the UTSA community could see what the Mode Two team was working on as well as enter requests for new projects. Anyone could enter a project request, but the team reserved the right to approve or disapprove anything from the list. The main criterion for the acceptance of a project request was that it had to provide a business and/or student benefit.

Instead of consuming large amounts of time building long, elaborate project charters and project plans, a process was created that resulted in a simple hypothesis form requiring three key pieces of information:

- Project summary and problem statement
- High-level requirements
- Business or student benefit

A traditional Mode One trait that does not go away is the process of thorough documentation from inception to completion. Since these projects were eventually handed back over to the Mode One teams, it was imperative that build documents, lessons learned, and other information were delivered to the new team tasked with implementing the project.

**Key Lessons Learned**

The Bimodal concept includes two separate and fully functioning groups. It is essential that management does not forget the Mode One team or allow the Mode Two group to become known as an “elite team.” Management should remember that the Mode One team requires their attention and support because they are, after all, managing the heart of the IT infrastructure.

The leadership style of the Mode Two team should be democratic and focus on collaboration. Everything should be designed to function within a collaborative environment.

It may take time for the Mode Two team to change their mindset and ways of doing things. Managers can coach and remind them to start thinking in the new mindset. It is important to have the full support of senior management, especially the CIO’s when managers begin working with the Mode One Team.

Both teams (Mode One and Mode Two) offer two different ways of approaching projects and solving problems. When both teams are used properly and to their full potential, the entire IT department can benefit and produce impressive results.
Conf stable: DTLC

Building Strategic on Campus Partnerships Using a Data Oriented Framework
Distance Teaching and Learning Conference
Madison, WI | August 2 – 5

Associate Vice Provost for Digital Learning Sunay Palsole, Ph.D., and Director of Video Production Ernest Hernandez, presented at the Distance Teaching and Learning Conference held August 11-13 in Madison, Wisconsin.

Palsole’s presentation, ‘Building Strategic on Campus Partnerships Using a Data Oriented Framework,’ shared experiences using a data-oriented approach, building strategic administrative partnerships, and encouraged participants to share their own experiences with the goal of developing best practices.

Hernandez’s presentation, ‘The Pedagogical Evolution of Video: Lecture capture to segments,’ discussed how to implement a workflow that encourages faculty to evolve past lecture capture in their “flipped” classrooms to produce more efficient and effective, captioned video segments.

“The UW-Madison Distance Teaching & Learning Conference is recognized internationally for its quality, integrity, and longevity. During its 30-year history, this premier conference has gathered thousands of speakers and distance education professionals to share ideas, resources, research, and best practices.”

Presenter(s):
Sunay Palsole, Ph.D.
Ernest Hernandez

Link: https://dtlconference.wisc.edu

Conf stable: THES

Crafting a Culture of Early Majority Customer Adoption: Using Technology to Connect and Collaborate Across Campus
6th Annual Texas Higher Education Symposium
San Antonio, TX | August 6 – 7

The Office of Information Technology (OIT) staff presented at the Sixth Annual Texas Higher Education (THE) Symposium on August 6-7 at the UTSA Downtown Campus. The poster presentation, entitled “Crafting a Culture of Early Majority Customer Adoption - Using Technology to Connect and Collaborate Across Campus,” showed how effective communication strategies impacted overall customer satisfaction and product adoption. Presenters from OIT were Vanessa Hammier Kenon, Ed.D., assistant vice provost for IT, Rosalind Ong De Treviño, program coordinator and Yuri Martinez-Ramos, graphic designer.

The symposium had four key events that comprised the following:

- Annual Higher Education Administration Student Association distinguished lecture Conference luncheon
- Higher education research paper sessions, poster presentations, and round table discussions
- Scholar, community, and policy networking

The symposium was co-sponsored by the following universities: Baylor, Texas Tech, Southern Methodist, University of Houston, The University of Texas at Austin, and The University of Texas at San Antonio.

All symposium events were free and open to all college, university, PK-20 students, staff, faculty, and community members interested in the state of higher education in Texas.

Presenter(s):
Vanessa Hammier Kenon, Ed.D.
Rosalind Ong De Treviño
Yuri Martinez-Ramos

Link: http://tinyurl.com/neygbsh
OIT Leadership Present Laptop Award to ACE Student

ACE Scholar Reception
San Antonio, TX | September 1

Samantha Luna, a graduate of the Access College and Excel (ACE) program at UTSA, was the 2015 winner of the UTSA Office of Information Technology Laptop Award. Luna graduated from UTSA in May of 2015 with a Bachelor’s degree in Geology. She would like to pursue an environmental career. Upon gaining a few years’ experience in her career field, her plan is to continue her education and pursue a Master’s degree in Urban and Regional Planning.

“Samantha Luna is a dynamic individual who continues to work hard to pursue her dreams,” said Leticia Longoria, senior program coordinator for the ACE Scholar program. “During her speech, she encouraged the incoming freshman who are in the ACE Scholar Program to reach out for resources and help. She also told the students that the sacrifices they make in this season of life is not in vain, the time and effort you pour into academics will come back to you. We are very proud of Samantha Luna! We know that she will do great things in the community!”

This year, the Laptop Award ceremony was combined with the 2015 Access College and Excel Awards Ceremony and Reception held Tuesday, September 1 at the UTSA Downtown Campus. The ACE Scholar Program promotes academic success for ACE scholars through a variety of programs that include tutoring, mentoring, and dedicated individual academic advising.

A laptop computer, tablet, accessories, and an award certificate were presented to Luna by Vanessa Hammmer Kenon, Ed.D., assistant vice provost for Information Technology at UTSA, and John Moder, executive director of development for the Hispanic Association of College and Universities (HACU).

The Laptop Award is a joint effort between the UTSA Office of Information Technology (OIT), Tomas Rivera Center (TRC), and HACU in which the ACE committee selects an outstanding former ACE Scholar who has graduated from UTSA with a minimum grade point average of 2.50.

Presenter(s):
Vanessa Hammmer Kenon, Ed.D.
Link: [https://www.acenet.edu/Pages/default.aspx](https://www.acenet.edu/Pages/default.aspx)

Conference: ITSC

Part of the 2015 Advisory Board
6th Annual San Antonio IT Symposium Conference
San Antonio, TX | September 16

Ben Garcia, director of customer and operations support services, was an advisor for the 6th Annual San Antonio IT Symposium held in San Antonio, Texas.

From the IT Symposium website: “EfM Events are purposefully targeted and focused in an effort to streamline the networking and relationship building amongst IT professionals and technology suppliers. We are able to accomplish producing these valuable and targeted events through the partnerships with IT leaders in each region we produce an event. Through a network of forum management handled in the EfM Groups division www.efmgroups.com, EfM Events are tied specifically to the needs of the region’s IT leaders.”

Presenter(s):
Ben Garcia
Link: [http://www.efmgroups.com/](http://www.efmgroups.com/)

Ben Garcia, director of customer and operations support services

Vanessa Hammmer Kenon, Ed.D., assistant vice provost for IT, UTSA, Samantha Luna, ACE Scholar and Laptop Award recipient, Sandra Holt, chief development and marketing officer, HACU, and John Moder, Ph.D., senior vice president and chief operating officer, HACU
12th International Workshop on Higher Education Reform

Higher Education Reform HER
Tianjin, China | October 23

Last week, two OIT managers presented at the 12th International Higher Education Reform in Tianjin, China. Vanessa Hammeler Kenon, Ed.D., assistant vice provost for Information Technology, and Kenneth Pierce, former vice provost of Information Technology and CIO, presented: “The Role of Content Management System Policies and Practice to Improve Quality Assurance and Controls in Support of Higher Education Graduation Rate Improvement,” which explored how universities can utilize content management systems (CMS) to gather valuable data for students to make informed decisions about their collegiate careers.

The International Workshop on Higher Education Reform brings together educators and policy makers from all over the world to discuss changes in higher education. This year, the workshop focused on policy issues relating to quality assurance and control.

Vanessa Hammeler Kenon, Ed.D., assistant vice provost for IT, UTSA, attends the 12th International Higher Education Reform in Tianjin, China

Presenter(s):
Vanessa Hammeler Kenon, Ed.D.
Kenneth Pierce

Link:
http://pascalobservatory.org/pascalnow
Institution IPASS Project Poster Sessions
EDUCAUSE Conference
Indianapolis, IN | October 26 – 27

Director of Advising Barbara Smith, Assistant Vice Provost for IT Vanessa Hammiller Kenon, Ed.D., Associate Vice Provost for Digital Learning Sunay Palsole, Ph.D., Project Coordinator Rosalind Ong De Treviño, and Communications Specialist Delia Swiger, Ed.D., attended the Bill and Melinda Gates IPASS Convening at the Educause 2015 Annual Meeting on October 26 in Indianapolis, Indiana as a part of the department’s new technology student success grant.

The team presented information on UTSA’s project and Kenon also served on a panel presentation with representatives from three other universities. The panel was entitled “Vendors as Partners in Enhancing Planning and Advising for Student Success” and discussed how using vendors can enrich student products and services.

Presenter(s):
Vanessa Hammiller Kenon, Ed.D.
Sunay Palsole, Ph.D.
Delia Swiger, Ed.D.
Rosalind Ong De Treviño
Barbara G. Smith

EDUCAUSE helps those who lead, manage, and use information technology to shape strategic decisions at every level. EDUCAUSE actively engages with colleges and universities, corporations, foundations, government, and other nonprofit organizations to further the mission of transforming higher education through the use of information technology.

They provide a variety of professional development experiences that address the networking and learning needs of the higher education IT community. Their events provide an unsurpassed opportunity to learn from and network with thought leaders and peers.

Jayashree Iyengar, assistant director for application development and support (ADS), and Wesley Lay, enterprise system programmer for ADS, presented at the first annual DubLabs “Unifying Mobile” User Conference and showcased a poster about the UTSA Mobile App during the 2015 EDUCAUSE conference.

The poster was displayed during a presentation about preparing for the mobile-first student and how UTSA uses the app to quickly relay important university information to students. Both conferences were held in Indianapolis, Indiana on October 27-30.

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Jayashree Iyengar, assistant director for application development and support (ADS), and Wesley Lay, enterprise system programmer for ADS
Framing the Narrative: Highlighting Faculty Reflection and Success Via Film
Professional and Organizational Development (POD) Conference
San Francisco, CA | November 4 – 8

Sunay Palsole, Ph.D., associate vice provost for digital learning, attended the Professional and Organizational Development (POD) in San Francisco, California. Sunay’s presentation, "Framing The Narrative: Highlighting Faculty Reflection & Success Via Film," talked about engaging faculty through storytelling and digital filmmaking to assist them in their own teaching and learning.

The POD conference is an annual event that brings together educators, designers, researchers, and policy makers together to discuss the best ways to improve higher education and teaching.
p. 11 | February 11
Gamification: A Low Investment Guide
Pennsylvania State System of Higher Education PASSHE Virtual Conference | Pennsylvania, PA
Presenters: Sunay Palsole, Ph.D., Marcela Ramirez and Michael Anderson

p. 12 | February 20
Black History Knowledge Bowl
UTSA Today | San Antonio, TX
Participant: Vanessa Kennon, Ed.D.

p. 13 | February 27
Global Data Center Services
North San Antonio Chamber of Commerce CIO Breakfast Series | San Antonio, TX
Presenter: Kenneth Pierce

p. 14 | March 2 - 6
Panasonic: Higher Education Advisory Board
UTSA Today | Osaka, Japan
Presenter: Joe Toabres

p. 15 | March 5 - 6
Innovating the Learning Experience: Build Interactive and Engaging Blended Courses
Sun Conference on Teaching and Learning | El Paso, TX
Presenters: Sunay Palsole, Ph.D., Marcela Ramirez and Diana Amis

p. 16 | March 9
OIT Customer Relations & Communications Team Participates in Student Affairs Conference
UTSA | San Antonio, TX
Presenters: OIT CRC Team

p. 17 | March 11
Chief Information Officer Leadership Forum
Argyle Executive Forum | Dallas, TX
Presenter: Kenneth Pierce

p. 18 | March 12
SXSWedu Conference
SXSWedu | Austin, TX
Participants: Vanessa Hammiller Kenon, Ed.D. and Rosalind Ong De Treviño

p. 20 - 21 | April 7 - 8
OIT Spring Tech Fest | San Antonio, TX
Crafting a Governance Plan: Case Study in SharePoint Online
Presenters: Vanessa Hammiller Kenon, Ed.D. and Ben Garcia
Providing for the Mobile-First Student
Presenters: Jayashree Iyengar and Patricia K. Clark
Rowdy Vision: Getting Your Message Across
Presenter: Ernest Hernandez
So You Want to Create an Online Course? Let’s Get Started!
Presenters: Marcela Ramirez, Michael Brand, Claudia Arcolin and Diana Amis
Student Innovation Coalition
Presenters: Alan Safai and Abhishek Gwai
Unified Messaging: Voicemail +
Presenters: Mary-Margaret Echevarria and Dan Byrd
Create Your Own Video Presentations with Your Own Video Devices
Presenter: Jose Carrillo
Mobile Devices, Websites, and Social Media: Protecting Your Data and Yourself
Presenters: Lance Pritchard, Brad Cooper and Pebby Garner
Online Video Collaboration – The Meeting Space with Microsoft Lync
Presenters: Robert Granado and Melissa Padalecki

Share-Organize-Discover-Build-Manage: SharePoint Online
Presenters: Dalinda Hanna and Rosalind Ong De Treviño
Toopher for Two Factory Authentication and Me
Presenters: Anthony Espinoza and Mark McCoy
Protecting UTSA Data: Learning About Storage and Confidentiality
Presenters: Mauricio Sandoval and Chip Meadows
Support Services and Portal: Service Request, Trouble Request, and Advice
Presenter: Ben Garcia
Enhance Survey Creation Using Qualtrics
Presenter: Sunay Palsole, Ph.D.
How to Close Caption Your Own Videos for Free with YouTube
Presenter: Jose Carrillo
Lecture Capture with Microsoft Lync
Presenters: Joe Toabres and Robert Granado
You Have Heard the Myths, Come Learn the Facts! Student Computing PrintSpot / MobilePrint / Office 365
Presenters: Linda Dunn, Leonard Williams, Edgar Madrigal and James Lee
Student Advantage: Free Tech Software for UTSA Students
Presenters: Dan Byrd and Mitch Cooper
Online Video Editing
Presenter: Jose Carrillo
Educational Experience Film Festival (E2F2)
Presenter: Ernest Hernandez
Help! My Computer Crashed! Data Backup Protection
Presenter: Ben Garcia
Office of Information Technology Holds Spring Tech Fest
UTSA Today | San Antonio, TX
Article by: Rosalind Ong De Treviño
Cultural Demands and the Future of Work – Harnessing Technology and Engaging Employees for Success
InnoTech | San Antonio, TX
Presenter: Kenneth Pierce
Mobile “Show and Tell”
Texas Association of State Systems for Computing and Communications TASSCC | Austin, TX
Presenter: Patricia K. Clark
AERA Annual Meeting 2015
American Educational Research Association AERA | Chicago, IL
Presenters: Sunay Palsole, Ph.D. and Vanessa Hammiller Kenon, Ed.D.
End Dial Plan & Phone Number Management Headaches
Association for College and University Technology Advancement ACUTA Conference | Atlanta, GA
Presenter: Mary-Margaret Echevarria
Gamification as an Engagement Strategy in Online Courses
Online Learning Consortium | Dallas, TX
Presenters: Sunay Palsole, Ph.D. and Kenneth Pierce
Using Data as a Marketing Tool to Engage Faculty in Alternative Course Delivery
United States Distance Learning Association USDA L | St. Louis, MO
Presenter: Sunay Palsole, Ph.D.

Leveraging 802.11ac Wireless for a University Deployment
North San Antonio Chamber | San Antonio, TX
Presenters: Bryan Wilson and Dan Byrd

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Tips to Gamify Your Course in Blackboard
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Presenter: Diana Amis
The Pedagogical Evolution of Video: From Lecture Capture to Segment
Presenter: Ernest Hernandez
Blend and Extend: The Opportunities and Challenges in Designing the Integration of Online and Face-to-Face Learning for a Case Study Course
Presenters: Bruce Rudy, Diana Amis and Marcela Ramirez
Introduction Video Projects for Online Courses Using WeVideo
Presenter: Jose Carrillo

Best of Texas: Mobile Winner
Texas Digital Government Summit | Austin, TX
Presenters: Jayashree Iyengar, Patricia K. Clark, Wesley Lay, Jeremy Mann and Chris Grishaw

InSight
ASIS Business Meeting | San Antonio, TX
Presenter: Anthony Espinoza

It Takes a Campus: Building Institutional Support for Blended Learning
Online Learning Consortium Blended Learning Conference | Denver, CO
Presenter: Sunay Palsole, Ph.D.

OIT Staff Give IT Careers Presentations to High School Students
SAPREP | San Antonio, TX
Presenters: Vanessa Kennon, Ed.D. and Chris Meadows

Teaching with Technology: Retooling Today's Classroom for the Online World - Using Lync/ Skype for Business as a large scale lecture capture solution and more
Campus Technology 2015 | Boston, MA
Presenter: Robert Granado

Bimodal Information Technology
North San Antonio Chamber | San Antonio, TX
Presenter: Brent League

Strategic Planning Demonstrating IT Value: Creating Superhero, Value-Added, Collaborative Presentations that Drive Technical Adoption
TASSCC | San Antonio, TX
Presenter: Vanessa Hammiller Kenon, Ed.D. and Rosalind Ong De Treviño

Building Strategic on Campus Partnerships Using a Data Oriented Framework
Distance Teaching and Learning Conference | Madison, WI
Presenter: Sunay Palsole, Ph.D. and Ernest Hernandez

Crafting a Culture of Early Majority Customer Adoption: Using Technology to Connect and Collaborate Across Campus
6th Annual Texas Higher Education Symposium | San Antonio, TX
Presenters: Vanessa Hammiller Kenon, Ed.D., Rosalind Ong De Treviño and Yuri Martinez-Ramos

Part of the 2015 Advisory Board
6th Annual San Antonio IT Symposium Conference | San Antonio, TX
Presenter: Vanessa Kennon, Ed.D.

12th International Workshop on Higher Education Reform Higher Education Reform HER | Tianjin, China
Presenters: Vanessa Kennon, Ed.D. and Kenneth Pierce

Institution IPASS Project Poster Sessions
EDUCAUSE Conference | Indianapolis, IN
Presenters: Vanessa Kennon, Ed.D., Rosalind Ong de Treviño, Barbara G. Smith, Delia Swiger, Ed.D. and Sunay Palsole, Ph.D.

ADS Staff Present at DubLabs and Edusacue Conferences
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Presenters: Jayashree Iyengar and Wesley Lay

Framing the Narrative: Highlighting Faculty Reflection and Success Via Film
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Instructional Development Specialist

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Michael Anderson
Former Director of Online Learning

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Dan Byrd
Director Infrastructure Services

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Anthony Espinoza  
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Director of Enterprise Systems and Deputy CIO

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Wesley Lay
Enterprise System Programmer

Brent League
Director Innovative Solutions Group

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Yuri Martinez-Ramos
Graphic Designer

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Rosalind Ong De Treviño
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Marcela Ramirez  
Senior Instructional Designer

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Delia Swiger, Ed.D.  
Communications Specialist

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Bryan Wilson  
Interim Vice Provost for IT/CIO

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Joe Tobares  
Director Academic Technology

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