

# EDUCAUSE Names 2004 Award Recipients

EDUCAUSE awards recognize models and mentors in the higher education IT community, to foster sharing of exciting professional practices, encourage professionals who show great promise, and honor those whose achievements have strongly influenced technology directions. Nine recipients of this year's awards will be officially introduced at an EDUCAUSE 2004 general session on Thursday, October 21, in Denver, Colorado.

The highest individual honors EDUCAUSE gives each year are its Leadership Awards, which spotlight leaders in the field of higher education information technology management. The Leadership Awards, sponsored by SunGard SCT, an EDUCAUSE Platinum Partner, may be presented in four categories: lifetime achievement, leadership in the profession, leadership in information technologies, and leadership in public policy and practice.

This year's award for overall Excellence in Leadership goes to M. Stuart Lynn, now retired, whose career spanned nearly every generation of higher education technology. In each era he made seminal national contributions that reflected his transformative vision, intellectual integrity, breadth of knowledge, and ability to encourage and develop emergent leaders. For two years, ending in 2003, Lynn was president and chief executive officer of ICANN, the Internet Corporation for Assigned Names and Numbers. Prior to that, he served as associate vice president for Information Resources and Communications at the University of California Office of the President, as vice president for Information Technologies at Cornell University, and in academic and administrative positions at Rice University and the University of California at Berkeley. He was the first presi-

dent and chair of the board of CENIC (the consortium of California universities responsible for advanced services networking in support of the Internet2 effort) and is a fellow of the Association for Computing Machinery.

The 2004 award for Leadership in the Profession goes to Jacqueline Brown, assistant vice provost at the University of Washington. During her five years at Washington and much of her fifteen previous years at Princeton University she helped shape professional collaborations through service in such organizations as Internet2, the Quilt, Asia Pacific Advanced Networks, the Coalition for Networked Information (CNI), the Seminars on Academic Computing (SAC), and EDUCAUSE and its predecessors. Through her generous and skillful support of less experienced colleagues, she has helped make the profession a very attractive place to contribute.

As one of four awards for institutional achievement, EDUCAUSE offers

the Systemic Progress in Teaching and Learning Award to spotlight transformative technology-based improvements in the campus teaching and learning culture. This year, EDUCAUSE recognizes Lehigh University for its faculty development program, a truly systemic effort that has brought together disparate units from across the university to foster best practices in teaching with technology and that has changed the institutional culture. The award is sponsored by SunGard Collegis, Inc.

The EDUCAUSE Award for Excellence in Networking: Innovation in Network Technology, Services, and Management goes this year to Dartmouth College for its extensive, innovative, and unconventional wireless campus overlay. The project, which encompassed all campus buildings, outdoor spaces, major auxiliary operations, and many adjacent residential areas, has created a 100 percent wireless environment that has pushed all Dartmouth constituents into new

## EQ Contribution of the Year

The annual EDUCAUSE Quarterly Contribution of the Year Award spotlights an exemplary peer-reviewed article from the previous year's issues. The award also promotes the sharing of expertise among information technology professionals and encourages contributions to the magazine. SunGard SCT, an EDUCAUSE Platinum Partner, is the sponsor of this award.

The award is being presented this year to "Management by Fact: Benchmarking University IT Services," coauthored by Jennifer Dowling Dougherty, Director of Finance and Administration at the Harvard Business School; William Clebsch, Director of Finance, Information Technology Systems and Services at Stanford University; and Greg Anderson, Director of IT Support Process for MIT. The article, which appeared in EQ Volume 27, Number 1, 2004, discusses how cross-institutional efforts to more wisely use institutional data can result in cultural and practical improvements to IT management.

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modes of activity, thinking, and entrepreneurship. This award, which honors specific innovative programs that improve network infrastructure and architecture, integration, and quality of service on campus, is sponsored by Cisco Systems, Inc., an EDUCAUSE Platinum Partner.

Two recipients have been named for the 2004 Excellence in Administrative Information Systems award—the University of California, Irvine (UCI), and Western Washington University—for projects that offer contrasting and complementary ways of managing costly, time-consuming manual approval and paperwork processes. At UCI, the in-house Web-based PayQuest system uses open-source products to manage the institutional risk associated with processing payment requests efficiently and with a high level of automation, offering a professional look and feel and impressive, user-friendly features. Western Washington's E-sign Web Forms program is a simple, highly portable, and easily expandable approach to converting paper forms into Web-based transactions with routing and approval functionality. This award is sponsored by SunGard SCT, an EDUCAUSE Platinum Partner.

The EDUCAUSE Award for Excellence in Information Technology Solutions goes this year to two projects

offering proactive, intelligent, and comprehensive approaches to student services and retention. Sinclair Community College has developed a Student Success Planning advising and counseling program based on common software that has yielded impressive retention rates and valuable new research tools that will be of interest to other higher education institutions. The Customer Service Management (CSM) module of eArmyU supports the U.S. Army's nonprofit, innovative e-learning program that serves 41,000 soldiers through a consortium of 28 education partners. The CSM program has significantly improved the ability to manage eArmyU and track student progress using systematic, streamlined processes. It reflects intense attention to tracking and interpreting data to drive decisions and directions. This award program has been sponsored since its inception by PeopleSoft, Inc., an EDUCAUSE Platinum Partner.

The EDUCAUSE Quarterly Contribution of the Year award goes this year to "Management by Fact: Benchmarking University IT Services," coauthored by Jennifer Dowling Dougherty of Harvard Business School, William Clebsch of Stanford University, and Greg Anderson of MIT (see sidebar). This award is sponsored by SunGard SCT, an EDUCAUSE Platinum Partner.

## Policy Update

This spring, the EDUCAUSE Washington office took action on several federal policy issues that have a potential impact on the use of information technology in higher education.

In April, a coalition of higher education and library associations filed a comment with the Federal Communications Commission (FCC) in response to a Department of Justice effort to

bring all broadband Internet access within the scope of the Communications Assistance for Law Enforcement Act (CALEA), a law that gives law enforcement agencies access to communications traffic under specific legal conditions and constraints.

The coalition contended that in establishing the original CALEA legislation, Congress clearly intended to

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EDUCAUSE Quarterly Fall 2004  
(ISSN 1528-5324; USPS 458-350). The journal is published quarterly by EDUCAUSE, 4772 Walnut Street, Suite 206, Boulder, CO 80301-2538. Periodicals postage paid at Boulder, Colorado, and at additional mailing offices. POSTMASTER: send address changes to EDUCAUSE, 4772 Walnut Street, Suite 206, Boulder, CO 80301-2538. The journal is also online at [www.educause.edu/pub/eq/eq.html](http://www.educause.edu/pub/eq/eq.html).

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### Information for Contributors

EDUCAUSE Quarterly publishes articles about managing and using information technology and electronic information resources in higher education. Contributions are reviewed by an editorial committee and articles are referenced in several indexing and abstracting services, including *Current Index to Journals in Higher Education* (ERIC), *Computer Literature Index*, and *Higher Education Abstracts*. Papers should be sent as e-mail attachments to [eqeditor@educause.edu](mailto:eqeditor@educause.edu). For article submission specifications, see [www.educause.edu/pub/eq/eq-pub-guide.html](http://www.educause.edu/pub/eq/eq-pub-guide.html).

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Return Undeliverable Canadian Addresses to:  
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exempt Internet messaging and other information services from the act's provisions. While acknowledging "the need for timely revision to traditional telephony access procedures as the underlying communications technology changes," the coalition asked the FCC to consider three major areas of negative impact that the proposed extension would have on higher education institutions and libraries: It would inhibit innovation, compromise privacy, and be costly at a time when budgets are already strained to the breaking point.

On the cybersecurity front, Rodney Petersen, EDUCAUSE policy analyst and security task force coordinator, testified in April before the House Government Reform Subcommittee on Technology, Information Policy, Intergovernmental Relations, and the Census on the importance of increased support for a broad range of cybersecurity awareness and education initiatives. Weighing in with other proponents of security awareness during the hearing, "Protecting Our Nation's Cyber Space: Educational Awareness for the Cyber Citizen," Petersen said, "If the improvement of cybersecurity is indeed a national priority, then we need to see an infusion of public and

private support flowing to our schools and institutions of higher education."

A key point in the testimony was that colleges and universities have a stake in supporting their future students in the K–12 setting. The testimony touched on current efforts to introduce security awareness and training into K–12 educational settings, including CyberSmart, a nonprofit organization that provides curricula and training programs for administrators, teachers, and students, and the Cyber Security for the Digital District program, which provides schools and school districts with vital education network information.

Also discussed in the testimony were the efforts of the Education and Awareness Working Group, created by the EDUCAUSE/Internet2 Computer and Network Security Task Force to develop ways to raise awareness of information technology security issues among college and university computer and network users, administrators, and executives. Among the group's activities has been promotion of Cyber Security Day to colleges and universities, including the next Cyber Security Day on October 31, 2004. The group is also building a collection of college and university education and awareness resources.

Regulation of Internet services was a policy issue addressed in a second EDUCAUSE comment submitted to the FCC in May. In recognition of the importance of voice over Internet Protocol (VoIP) and other Internet services to higher education, the comment argued that any regulations of such services should identify and treat the Internet as a unique technology, distinct from the heavily regulated telephone industry.

The comment suggested that the public's acceptance and migration to Internet services presents an opportunity for the FCC to break from the burdensome rules of the legacy telephony world and facilitate a rapid yet thoughtful transition to an IP-enabled environment. It specifically recommended that the FCC adopt an IP-centric regulatory model; refrain from regulating applications except to ensure the provision of vital public services; carefully monitor the infrastructure providers; and develop new funding strategies. It also discussed the need for revamping the Universal Service Fund to accommodate the transition to IP-enabled services.

To learn more about these and other efforts of the Washington office, visit the EDUCAUSE policy page at <<http://www.educause.edu/policy/>>.

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## Student Computing Guide Updated

EDUCAUSE has completed a major update of the Student Guide to Evaluating Information Technology on Campus, a publication intended to help colleges and universities meet the rising expectations of tech-savvy college-bound students and to help those students select the right institution by offering a set of questions and related information on campus computing and IT environments. It is available in two forms: a brochure that can be sent to students during the admissions process and an interactive Web site (which also offers suggestions on how to use

the publication effectively).

The guide is organized into four categories—academic experience, administrative experience, student life, and services and fees. Using data that compares different types and sizes of institutions from the EDUCAUSE Core Data Service and The Campus Computing Project, it now covers such emerging information technologies and services as distance/distributed learning, technology-supported collaborative learning, security and identity theft-prevention strategies, FERPA rights notification, and peer-to-peer file shar-

ing policies—written in a language easily understood by students and their parents/guardians.

The Student Guide to Evaluating Information Technology on Campus was updated through the efforts of the EDUCAUSE Member Information Services Committee and with the assistance of two endorsing associations, the American Association of Collegiate Registrars and Admissions Officers and the National Association of College Admission Counseling. It is accessible online at <<http://www.educause.edu/studentguide/>>.