

Candidate for Chair

Miranda Carney-Morris
Lewis & Clark College, Portland, OR, USA

BIOGRAPHY

Academic Background:

B.A., University of California, Berkeley, 1992, English.

Professional Experience:

Director of Educational Technology, Lewis & Clark College, Portland, OR, USA,
2014 – Present;

Client Services Consultant & Computer Store Manager, Lewis & Clark College,
Portland, OR, USA, 1999 – 2014;

Computer Store Consultant, Lewis & Clark College, Portland, OR, USA, 1996 – 1999.

Professional Interest:

AI Governance, Adoption, and Literacy, Digital Accessibility, Power Skills and Skills
Based Professional Development, Universal Design for Learning, Customized Learning.

ACM Activities:

Secretary, SIGUCCS Executive Committee, 2020 – Present;

Program Co-Chair, 2023 Annual Conference, 2022 – 2023;

Registration Chair, 2021 Annual Conference (Online), 2000 – 2021;

Conference Chair, 2018 Annual Conference, 2016 – 2018.

Awards Received:

SIGUCCS Hall of Fame, 2018.

STATEMENT

I'm running for SIGUCCS Chair because I believe in its future. SIGUCCS has shaped my career through leadership opportunities and connection to a network that excels at both the technical and human sides of IT support.

SIGUCCS faces challenges. Volunteer engagement is down, budgets are tight, and disruption is changing our work. SIGUCCS must remain a safe space to say "I don't know" or "We're figuring it out." These honest moments build skills such as communication, empathy, and ethical leadership that AI can't replace, and is how we grow as strategic partners.

I value in-person gatherings that build relationships and trust and grow our community. I'll preserve these while expanding virtual options.

If elected, I'll focus on small but strategic steps such as re-engaging past members, lowering barriers to volunteer, and supporting members piloting creative ways to connect. Volunteer work and service are harder than ever to prioritize. Moving fast, trying new things, making mistakes, and learning as we go is how we'll rebuild our programs and strengthen the volunteer pipeline. I'm investing in an organization I love because I believe in SIGUCCS, and I'm ready to lead.

Candidate for Chair

Becky Klein
Drake University, Des Moines, IA, USA

BIOGRAPHY

Academic Background:

M.A., Valparaiso University, 2017, Arts & Entertainment Administration.

Professional Experience:

Assistant Director, Campus Engagement, Drake University, Des Moines, IA, USA,
2019 – Present;

Manager of IT Communications, Valparaiso University, Valparaiso, IN, USA,
2009 – 2019;

Manager of Help Desk Services, Valparaiso University, Valparaiso, IN, USA,
1999 – 2009.

Professional Interest:

Service Management, IT Communications, Change Management, Student Management,
Diversity, Equity, & Inclusion.

ACM Activities:

Conference Co-Chair, SIGUCCS, 2024 – Present;

Program Co-Chair, SIGUCCS, 2023 – 2024;

Author and Presenter, SIGUCCS, 2007 – Present.

Membership and Offices in Related Organizations:

Board Member, Philanthropies, Inc, 2025 – Present;

DEI National Committee, Sigma Alpha Iota International Fraternity, 2023 – Present;

President, Des Moines Alumnae Chapter, Sigma Alpha Iota International Fraternity,
2022 – 2025.

Awards Received:

SIGUCCS Hall of Fame, 2025;

National Outstanding Advisor Award, Sigma Alpha Iota, 2018.

STATEMENT

I am truly honored to run for SIGUCCS Chair. I'm deeply aware that this moment is difficult for many in our community. Budgets have been repeatedly cut, travel funds have disappeared, and several colleagues are paying out of pocket just to attend the annual conference. Our departments are being asked to do more with fewer staff, fewer

resources, and less time. Acknowledging this reality is essential to leading responsibly. As Chair, my focus will be on keeping SIGUCCS accessible and valuable, even for those with no professional development budget. That means expanding low-cost virtual programming, building practical toolkits and templates that teams can use immediately, and strengthening support to help staff advocate for institutional funding when it's available.

We must also support the student employees who are increasingly critical to our staffing models. SIGUCCS can help campuses train, mentor, and develop students more intentionally while building a sustainable pipeline for our professions. Reversing declining membership requires honesty and action. We must lower barriers to participation, reconnect with under-resourced institutions, and deliver consistent year-round support. My goal is to ensure SIGUCCS not only survives these challenging years but emerges stronger, more inclusive, and more future-ready.

Candidate for Executive Committee

Max Cohen
Oregon State University, Corvallis, OR, USA

BIOGRAPHY

Professional Experience:

Service Desk Supervisor, Oregon State University, Corvallis, OR, USA, 2016 – Present;
IT Consultant, Oregon State University, Corvallis, OR, USA, 2004 – 2016.

Professional Interest:

IT Management, Student Employee Management, Mentorship, Coaching.

Membership and Offices in Related Organizations:

Conference Committee member, SIGUCCS, 2020 – Present;
Advisory Team member, SIGUCCS Mentoring Program, 2017 – 2020.

Awards Received:

SIGUCCS Hall of Fame, 2023.

STATEMENT

It is my honor to submit my candidacy for the SIGUCCS Executive Committee. I have been an active member of SIGUCCS since attending my first conference in 2014, an experience that proved foundational to both my professional growth and my long-term commitment to the organization. My involvement with SIGUCCS has grown steadily over the years. I joined the Mentoring Advisory Team in 2017, began volunteering with the annual conference in 2019, and have served on the Conference Committee since 2020. Through these roles, I have gained a broad understanding of SIGUCCS's mission, operations, and the value it provides to its members. SIGUCCS has played a pivotal role in shaping my career. My first conference helped me recognize an interest in leadership that ultimately led me into a managerial role in 2016, where I continue to thrive. The mentorship, collaboration, and professional development fostered by SIGUCCS have been central to that success. As a member of the Executive Committee, I am committed to helping SIGUCCS navigate the current landscape while preserving the inclusive, supportive community that has meant so much to my career. I look forward to continuing to serve and give back to the organization.

Candidate for Executive Committee

Robert Fricke
Whitman College, Walla Walla, WA, USA

BIOGRAPHY

Academic Background:

Bachelor of Arts, Washington State University, 2003, Education.

Professional Experience:

Director of Client Services, Whitman College, Walla Walla, WA, 2021 – Present;
Help Desk Manager, Whitman College, Walla Walla, WA, 2019 – 2021;
Help Desk Supervisor/Consultant, Whitman College, Walla Walla, WA, 2015 – 2019.

Professional Interest:

IT Leadership & Strategy, Project Management, Help Desk Management, Training Development, Mentorship.

ACM Activities:

Co-Chair, SIGUCCS Annual Conference, SIGUCCS, 2025 – Present;
Newcomers co-chair, SIGUCCS Annual Conference, SIGUCCS, 2025;
Social Coordinator, SIGUCCS Annual Conference, SIGUCCS, 2017.

Awards Received:

Suzanne L. Martin Award for Excellence in Mentoring, 2021;
Janice Abraham Award for Outstanding Service, 2019.

STATEMENT

SIGUCCS has had an immeasurable impact on my career since I first joined in 2010. I am running for the Executive Committee because I want to ensure this community remains vibrant and accessible for the next generation of IT professionals. We are facing a new reality: declining attendance and reduced university support for travel. These pressures require us to innovate. I am prepared to work with the board to find new ways to engage our members beyond the traditional conference model. By adapting to the financial constraints of our member institutions, we can revitalize the SIG. I am dedicated to finding a new way forward that preserves our legacy while embracing necessary change.

Candidate for Executive Committee

Jeffrey P. Kontio, Jr.
Rutgers University, Princeton University, NJ, USA

BIOGRAPHY

Academic Background:

EdD, New Jersey City University, 2025, Educational Technology Leadership.

Professional Experience:

Adjunct Professor - Web Accessibility, Rutgers University: School of Communication and Information, New Brunswick, NJ, USA, 2022 – Present;

Academic Department IT Manager, Princeton University, Princeton, NJ, USA, 2015 – Present;

IT Consultant, Northern Michigan University, Marquette, MI, USA, 2013 – 2015.

Professional Interest:

Educational Technology, Teaching and Learning, Ethical and effective AI use in Teaching and learning, Universal Design for Instruction, Educational Research.

ACM Activities:

Conference Program Chair, SIGUCCS, 2025 – 2026;

Lightning talk coordinator, SIGUCCS, 2023 – 2025;

Track Chair, SIGUCCS, 2018.

STATEMENT

I am running for the SIGUCCS Executive Committee because I believe our greatest strength lies in our identity as a community of practice. SIGUCCS thrives when members are connected, engaged, and supported in learning from one another across roles, institutions, and career stages. If given the opportunity to serve, I will focus on strengthening member engagement and expanding meaningful opportunities for connection and participation. My commitment is to openness, approachability, and ongoing collaboration with our membership. I will work to ensure members feel welcomed into the community, encouraged to share their expertise, and confident that their voices and experiences matter in shaping the SIG's future.

I am especially passionate about creating small-scale, accessible opportunities for growth; spaces where members can explore leadership, develop skills, and build relationships through authentic peer exchange. These moments of connection sustain our network and reinforce the value of SIGUCCS as a supportive, evolving community of practice. This organization has deeply influenced my own professional journey, and I am committed to helping it continue to engage, empower, and uplift its members.

Candidate for Executive Committee

Beth Lynn Nolen
Indiana University, Bloomington, IN, USA

BIOGRAPHY

Academic Background:

Master of Science, State University of New York at Potsdam, 2011, Educational Technology Specialist.

Professional Experience:

Senior IT Education Specialist, UITS IT Training, Indiana University, Bloomington, IN, USA, 2015 – Present;

Staff Champion, Center for Excellence of Women & Technology, Indiana University, Bloomington, IN, USA, 2023 – Present;

Workshop Instructor/Developer, UITS IT Training, Indiana University, Bloomington, IN, USA, 2011 – 2015.

Professional Interest:

Educational technology, Instructional design, Information technology education, Higher education, Information technology.

ACM Activities:

Member, Awards Committee, SIGUCCS, 2025 – Present;

Website Chair, SIGUCCS 2026 Annual Conference Committee, SIGUCCS, 2025 – Present;

Graphic Designer, SIGUCCS 2025 Annual Conference Committee, SIGUCCS, 2024 – 2025;

Poster Session Chair, SIGUCCS 2023 Annual Conference Committee, SIGUCCS, 2022 – 2023.

Awards Received:

SIGUCCS Hall of Fame Award, 2023;

SIGUCCS Communication Award: Best in Category, How-To Guides, 2023;

SIGUCCS Communication Award: Best in Category, Instr. Materials, 2022;

SIGUCCS Communication Award: Best in Category, Instr. Materials, 2019.

STATEMENT

I am honored to stand for election to the SIGUCCS 2026 Executive Board. With nearly 15 years of experience as a technology trainer in higher education, I have found my professional home in the SIGUCCS community.

Since attending my first conference in 2017, I have been deeply committed to the organization's mission. My service includes joining the Marketing Committee in 2018, serving on the Conference Committee for six of the past seven years, and joining the Awards Committee in 2025. I have also been a passionate supporter of the Communication Awards since 2017, participating annually as either an entrant or a judge.

SIGUCCS has given me invaluable opportunities to learn from my peers at other institutions and share my own work to assist others in similar roles. I am running for the Board to ensure this culture of collaboration thrives. I hope to bring fresh ideas and new perspectives to the leadership team, ensuring we continue to meet the evolving needs of IT professionals. I look forward to the opportunity to serve my fellow SIGUCCS members as a member of the Executive Board.

Candidate for Executive Committee

Mitchell Ochi
University of Hawaii System, Honolulu, HI, USA

BIOGRAPHY

Academic Background:

Bachelor of Business Admin, University of Hawaii-Manoa, 2000, Management Information Systems.

Professional Experience:

Director, Client Service and Operations Center, University of Hawaii System, Honolulu, HI, USA, 2017 – Present;

Manager, User Services and Help Desk, University of Hawaii System, Honolulu, HI, USA, 2011 – 2016;

Help Desk Supervisor, University of Hawaii System, Honolulu, HI, USA, 2003 – 2011.

Professional Interest:

Information Technology Service Management, Learning Management System, Digital Accessibility, Identity and Access Management, Information Technology Support Services.

ACM Activities:

Member, SIGUCCS, 2012 – Present.

STATEMENT

I am honored and privileged to be a candidate for the SIGUCCS Executive Committee. I have been a SIGUCCS member since 2012, though I attended my first SIGUCCS conference in 2005. Throughout my career in higher education, I have found SIGUCCS to be an amazing organization of intelligent, caring, and diverse people who are willing to share their expertise and aid others in the organization. I have met so many great individuals through SIGUCCS, and after many years of being a passive member I am looking to contribute in a more direct and meaningful way. I seek the chance to offer my experience to the Executive Committee and help shepherd the organization into the future.

Candidate for Executive Committee

Denise Rogers
Mercer University, Macon, GA, USA

BIOGRAPHY

Academic Background:

Master of Science, Mercer University, 2015, Organizational Leadership, Concentration in Change and Development.

Professional Experience:

Executive Director, IT Client Support Services, Mercer University, Macon, GA, USA, 2012 – Present;

Director, IT Help Desk, Mercer University, Macon, GA, USA, 2006 – 2012;

Interim Operations Manager, Enrollment Management, Mercer University, Macon, GA, USA, 2010 – 2011.

Professional Interest:

Cybersecurity, Artificial Intelligence, IT Service Management, IT Governance, Service & Support.

ACM Activities:

Co-Chair, Mentoring Advisory Team, SIGUCCS, 2021 – 2022;

Mentor, SIGUCCS, 2017 – 2018.

Membership and Offices in Related Organizations:

Member, Educause, 2008 – Present;

Member, Help Desk Institute, 2007 – Present.

Awards Received:

SIGUCCS Computing Services Public Website - Award of Excellence, 2015.

STATEMENT

It would be my honor to serve on the Executive Committee of the SIGUCCS organization. My background includes Higher Education and corporate experience.

After achieving my Bachelor of Science degree in Computer Science, I pursued a career in Service and Support for software development companies in the banking and telecommunications sectors. My passion for the education and the development of future leaders led me to accept a position at Mercer University, where I achieved my

Master of Science degree in Organizational Leadership and currently hold the position of Executive Director of IT Client Support Services.

As a member of the Executive Committee, I hope to further the reach of SIGUCCS to attract new members and to help develop future leaders within the organization. The strength and viability of this organization is dependent upon collaboration among those who share similar interests.

Candidate for Executive Committee

Jessica Stockett
Swarthmore College, Swarthmore, PA, USA

BIOGRAPHY

Academic Background:

Bachelor of Art, Albright College, 2009, Fine Arts & Digital Media.

Professional Experience:

Engagement Project Manager, Swarthmore College, Swarthmore, PA, USA,
2024 – Present;

Technology Outreach Specialist, Swarthmore College, Swarthmore, PA, USA,
2016 – 2024;

Administrative Assistant, Goldman Properties, Philadelphia, PA, USA,
2012 – 2015.

Professional Interest:

Project Management, Change Management, Technical Documentation, Knowledge Base Management, Communications.

ACM Activities:

Member, SIGUCCS, 2025 – Present.

Membership and Offices in Related Organizations:

Communications Committee Member, NERCOMP, 2024 – Present;

Member, Educause, 2024 – Present.

STATEMENT

I am very honored to be considered for a position on the Executive Committee for SIGUCCS. I first attended a SIGUCCS conference in 2018, where I also presented as a first-time attendee. The entire community was so welcoming that I felt immediately comfortable asking questions, learning new things, and helping with conference activities. I volunteered to be a paper reader in 2019 and then joined the 2020 conference committee to work on graphic design. I took a break to refocus my Higher Ed career path, but then I rejoined the community as a presenter for the 2025 conference.

The sense of community within SIGUCCS has been incredibly valuable to me, and I would love to do whatever I can to make sure that it continues for as many people as we can reach. I have always been organized and detail-focused with an emphasis on making things easier for others. I am passionate about accessibility and documentation

and have done a lot of work with both general and technical communication outreach. My educational background combined the creative arts and technical world, including graphic design and both design and coding for websites.

Candidate for Executive Committee

Joshua Willis
UNC Charlotte, Charlotte, NC, USA

BIOGRAPHY

Academic Background:

Masters, University of Phoenix, 2016, Business Administration.

Professional Experience:

IT Service Desk Manager, UNC Charlotte, Charlotte, NC, USA, 2022 – Present;

IT Service Desk Lead, UNC Charlotte, Charlotte, NC, USA, 2020 – 2022;

Technology Support Analyst, UNC Charlotte, Charlotte, NC, USA, 2013 – 2020.

Professional Interest:

IT Service Management, Student Employee Management, Collaborative Leadership & Team Development, Organizational Change Management, Customer Experience in Higher Education.

ACM Activities:

Marketing/Publicity Team, SIGUCCS, 2026 – Present;

Marketing/Publicity Team, SIGUCCS, 2024.

STATEMENT

Following a shift toward IT centralization, our institution faced a "trust deficit" between central services and departmental partners. This paper examines a strategic initiative focused on relationship-centered service delivery to repair these fractured partnerships.

By prioritizing transparency and intentional collaboration, we moved away from siloed operations toward a unified support ecosystem. We demonstrate how fostering an environment of mutual respect leads to practical operational wins: issues are surfaced more quickly, silos are dismantled, and collective problem-solving ensures the customer's day remains uninterrupted.

The core of this work argues that while centralization offers technical efficiency, its long-term success depends entirely on the strength of the human connections behind the technology. Our findings provide a scalable roadmap for IT leaders navigating the cultural challenges of reorganization, proving that restoring trust is not just a "soft skill"-it is a critical requirement for seamless service delivery. This contribution offers the SIGUCCS community a blueprint for balancing structural change with empathetic, partner-focused leadership.