

Have you previously attended an AJCU-CITM?

Response

Yes

Yes

Yes

Yes

Yes

Yes

No

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Would you recommend attending AJCU-CITM to others?

Response

Yes

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Yes

Yes

How would you evaluate the following offerings at the AJCU-CITM 2014, using the scale provided:

Relevance of Conference content

Good

Good

Excellent

N/A

Very Good

Excellent

Very Good

Good

Excellent

Excellent

Excellent
Excellent

Excellent
Very Good

Very Good
Fair

Very Good
Excellent

Excellent
Very Good

Very Good
Excellent

Excellent
Very Good
Very Good
Very Good

Very Good
Excellent
Excellent

Excellent

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Excellent

Excellent

Very Good

Excellent

Excellent

Very Good

Very Good

Very Good

Excellent

Excellent

Excellent

Very Good

Column1	Column2	Column3	Column4
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Providing a forum for exchange of information with other participants	Quality of Presentations	Conference Resource Bag and Take-Aways	AJCU-CITM Dinner (Barrister Winery)
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Very Good	Good	Good	Very Good
Very Good	Good	Excellent	Excellent
Excellent	Very Good	Very Good	Excellent
Excellent	N/A	N/A	Excellent

Excellent	Very Good	Good	Very Good
Excellent	Very Good	Very Good	Excellent

Excellent	Very Good	Very Good	Excellent
Excellent	Good	Fair	Good

Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Excellent	Very Good

Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Very Good	Excellent

Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Fair	Good

Excellent	Very Good	Very Good	Excellent
Fair	Fair	Very Good	Very Good

Excellent	Very Good	Very Good	Good
Excellent	Excellent	Excellent	Excellent

Excellent	Very Good	Very Good	Excellent
Excellent	Very Good	Very Good	Excellent

Excellent	Very Good	Very Good	N/A
Very Good	Excellent	Very Good	Very Good

Excellent	Excellent	Good	Very Good
Excellent	Good	Good	Excellent
Very Good	Very Good	Fair	Very Good
Excellent	Very Good	Good	Good

Excellent	Very Good	Excellent	N/A
Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Excellent	Excellent

Excellent	Excellent	Good	
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Excellent	Excellent	Excellent	Excellent
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Excellent	Excellent	Good	Excellent
Excellent	Excellent	Excellent	Excellent

Excellent	Very Good	Very Good	Very Good
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Excellent	Excellent	Excellent	Excellent
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Excellent	Very Good	Good	Very Good
Excellent	Very Good	Very Good	Excellent
Very Good	Very Good	Fair	Excellent
Excellent	Very Good	Good	Very Good

Excellent	Excellent	Excellent	Excellent
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Excellent	Very Good	Very Good	Excellent
Very Good	Excellent	Excellent	Excellent

Very Good	Very Good	Very Good	Very Good
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Column5	Column6	Column7	Column8	Column9
Information Available Online (www.gonzaga.edu/citm2014)	Hotel Accommodations (The Davenport)	Registration Process	Program Guide	Conference Venue/Facilities

Good	Very Good	Very Good	Very Good	Very Good
Very Good	Excellent	Good	Very Good	Excellent
Very Good	Very Good	Very Good	Very Good	Very Good
Good	Very Good	Excellent	Very Good	Excellent

Excellent	Excellent	Excellent	Excellent	Excellent
Very Good	Excellent	Excellent	Very Good	Excellent
Very Good	Excellent	Very Good	Very Good	Excellent
Good	Excellent	Excellent	Excellent	Excellent

Excellent	Excellent	Excellent	Excellent	Excellent
Very Good	Very Good	Very Good	Excellent	Very Good

Excellent	Excellent	Excellent	Excellent	Excellent
Very Good	Excellent	Very Good	Excellent	Very Good

Excellent	Excellent	Excellent	Excellent	Excellent
Good	Excellent	Good	Good	Very Good

Very Good	Excellent	Excellent	Excellent	Very Good
Good	Excellent	Excellent	Very Good	Very Good

Good	Very Good	Very Good	Good	Good
Excellent	Excellent	Excellent	Excellent	Excellent

Very Good	Excellent	Very Good	Excellent	Excellent
Fair	Excellent	Very Good	Very Good	Very Good

Very Good	Excellent	Excellent	Excellent	Excellent
Very Good	Good	Very Good	Excellent	Very Good

Very Good	Excellent	Very Good	Very Good	Excellent
Good	Excellent	Excellent	Excellent	Excellent
Good	Excellent	Very Good	Very Good	Very Good
Good	Very Good	Good	Very Good	Excellent

Good	Excellent	Excellent	Excellent	Excellent
Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Excellent	Excellent	Excellent	Very Good

Good	Very Good	Excellent	Excellent	Very Good
	Excellent	Good	Excellent	Excellent
	Excellent	Excellent	Excellent	Excellent
Excellent	Excellent	Excellent	Excellent	Excellent
Very Good	Excellent	Excellent	Good	Very Good
Excellent	Excellent	Excellent	Excellent	Excellent
Very Good	Excellent	Excellent	Excellent	Excellent
	Very Good	Very Good	Very Good	Very Good
Good	Excellent	Very Good	Very Good	Excellent
Very Good	Very Good	Very Good	Very Good	Very Good
Excellent	Very Good	Excellent	Excellent	Excellent
Good	Excellent	Good	Very Good	Excellent
Excellent	N/A	Excellent	Excellent	Excellent
Very Good	Very Good	Very Good	Very Good	Excellent

Column10	Column11	Column12	Column13	Column14
Organizational arrangements before and during the event	Dates of the conference	Quality social events	Transportation (Shuttles)	Catering (Breakfast, Lunch and Cocktail Receptions)

Very Good	Good	Very Good	Very Good	Very Good
Very Good	Excellent	Excellent	Excellent	Excellent
Very Good	Good	Excellent	Excellent	Very Good
Excellent	Very Good	Very Good	Excellent	Very Good

Excellent	Excellent	Very Good	Excellent	Very Good
Excellent	Very Good	Very Good	Excellent	Excellent

Excellent	Very Good	Excellent	Good	Very Good
Excellent	Excellent	Excellent	Very Good	Very Good

Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Excellent	Very Good	Very Good

Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Very Good	Very Good	Very Good

Excellent	Fair	Excellent	Excellent	Excellent
Good	Fair	Very Good	Very Good	Very Good

Excellent	Good	Very Good	Excellent	Excellent
Very Good	Very Good	Good	N/A	Good

Good	Good	Very Good	Very Good	Very Good
Excellent	Excellent	Excellent	Excellent	Excellent

Excellent	Excellent	Very Good	Very Good	Excellent
Very Good	Very Good	Excellent	Very Good	Very Good

Very Good	Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Excellent	Very Good	Very Good

Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Good	Excellent	Excellent	Excellent
Very Good	Very Good	Very Good	N/A	Good
Excellent	Poor	Good	N/A	Good

Very Good	Excellent	N/A	Excellent	Excellent
Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Very Good	Excellent	Excellent	Excellent

Excellent	Excellent	Excellent	Excellent	Good
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Excellent	Excellent	Excellent	N/A	Good
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Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Excellent	Excellent	Excellent	Good

Very Good	Excellent	Excellent	Excellent	Very Good
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Excellent	Excellent	Excellent	Excellent	Excellent
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Excellent	Excellent	Excellent	Excellent	Very Good
Excellent	Very Good	Very Good	Very Good	Very Good
Very Good	Very Good	Very Good	Very Good	Excellent
Very Good	Good	Very Good	Very Good	Very Good

Excellent	Very Good	Excellent	Excellent	Excellent
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Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Excellent	Excellent	N/A	Excellent

Excellent	Excellent	Very Good	Very Good	Very Good
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What topic(s) or theme(s) would you like to address at the next AJCU-CITM?

Open-Ended Response

I wonder if there is a way to target "best practices" in certain areas. Are there certain things one group is doing particularly well that can share with the rest? This might take some up-front work, though - like to find out what key initiatives we have going and then checking to see if any other school has already tackled that and would be willing to give an overview (like migrating to Google or similar, or implementing a new ERP) - or something along those lines. What about the "State of AJCU CITM"? By this I mean we heard what each school was doing, but it would be nice to hear what we did together as an organization. I know a lot of conversation has flowed around leveraging the AJCU for pricing, but I thought we had already managed to do some of that, but I wasn't sure enough to be able to say we've managed to do some of that. It might be useful at the beginning of the conference to review what we've done as an organization and what we are currently working on - like working groups, status of our sub-groups, that sort of thing.

Federated IDM Shared services and strategic planning

If we're meeting with the librarians, I'll be curious to see if we can find topics of interest to both groups. For TTL, it seems that the best approach is to continue the conversations around the "usual suspects": LMS, Online/Hybrid learning; faculty development, etc.

Information Security Metrics Establishing a project management culture Invigorating IT Policy
Identity Management Future of ERPs

How do you improve first call resolution?

Governance strategies -- not just as related to PPM, but data governance as well
Security - identity management, business intelligence/dashboards, post ERP world

Adding some technology training sessions, as most of us don't have a lot of time and chances to update our skills and knowledge on a regular base

Security

I liked the separated campus round-ups. I think doing all of the institutions in one sitting is hard; breaking it up was a great idea.

Have a more technical track: Systems and Infrastructure, Cloud as a platform, Disaster Recovery, Security (not just for CIOs),etc. Case studies?

Continue to have a lot on classroom technology/management thanks. Security too.

Online education. Sounds like make schools are still scrambling or lacking a strategic vision. Perhaps the AJCU can support this effort. Also, shared services, i.e. what is currently available and how is this information communicated. I'm aware of a wiki but it is seldom referenced.

Security, benchmarking

Driving Business Performance and Innovation with Enterprise Architecture.

I would like to see more activities like the World Cafe and follow-up discussion and planning using the ideas from the exercise.

More group activities like the event after the Tuesday Keynote.

Followup to collaboration both formal and informal of different AJCU groups.

Are IT organizations doing anything specific to support institution sustainability goals or objectives?

Shared support services as in FTE and skills such as system admins and support center

Most topics were relevant... keep going in this direction of having lots of time to share.

Budgeting for technology of the future

The IT world in nine months might look very different from what it looks like today.. Ask again in six to nine months.

More on security ... strategies and tools related to each strategy.

Topics that emerged from the World Cafe conversation

Ways for AJCU schools to collaborate to a greater extent, which would potentially alleviate some of the looming problems that we all face. I know that this is a tough issue for many, but not insurmountable, and requires more time and discussion.

I would love to see more technical/strategic sessions offered -- I had so many conversations during meals or breaks about technical projects, etc. ... it seems that a lot of folks would enjoy and benefit from these discussions. Maybe even birds of a feather discussions, or break-out discussions?

More Mobile Device/BYOD

OpEx vs CapEx - especially with regard to moving from internally hosted to cloud services

Too soon to know

The changing roles in higher education. How to migrate and retain talent for a "Post-Enterprise" world.

What was MOST VALUABLE about AJCU-CITM?

Open-Ended Response

Networking and brainstorming. I liked the panel format. In a group our size, panels can be much more informative than a single presentation because our small size allows for interactive, informal dialogue.

Contacts made with other AJCU-CITM members who are Research universities.

Networking World Cafe

interaction with colleagues in a relaxed setting

Hearing what other people are doing and being able to talk with colleagues from my own institutions who I never get to see for more than a few minutes.

LOVED the presentation format this year. 5-20min of presentation, and then questions for the rest of the time. This really gave ALL involved much more value than sitting through a 50min presentation with 5min for questions!!! PLEASE keep this format going...

Interaction with the other attendees The collaborative emphasis of the sessions, instead of "sage on stage" Keynote and subsequent world cafe

Roundup and discussions

Networking with other Jesuit Universities staff

Meeting peers who are experiencing similar challenges and experimenting with solutions

MDM info, networking

Networking

Networking with peers

The key-note on Tuesday was fabulous. A reflective perspective from those that have moved on is really valuable. The world fair discussion was excellent. I hope we can shape those ideas into something. I think getting all the table moderators together afterwards for 15 minutes and had each one write down 2 or 3 things that were the greatest take aways from their table would have been of value.

The panel discussions

I got some really good advice.

Networking and sharing best practices. This is an excellent resource for professional development.

networking with people, I also found the short powerpoints from each school very informative

It is the networking with others that is most valuable to me. Also, the Gonzaga folks were awesome - I felt very welcome and "taken care of".

Connections with fellow AJCU members.

Networking with my Jesuit IT colleagues. I also liked the new collaborative/discussion oriented sessions.

The wonderful atmosphere that the team created for all the attendees.

Having conversations with others about issues that we are facing

Always the people, their experiences and ideas, as well as their energy.

Conversations with others, hearing what they are doing at their schools. I always like the roundup.

World Cafe!

The people!

Relationships

Collaboration. Benchmarking. President's address and keynote discussion coincided nicely.

Networking

Interacting with colleagues from other Universities. It's inspiring hearing from all of the talented, well spoken, and caring people who work at other institutions.

Making contacts with colleagues/counterparts at other schools; this was my first AJCU-CITM conference, and meeting these people and making real contacts will be incredibly helpful.

Networking

Networking with others

Time spent with colleagues comparing initiatives

One-on-one networking and conversations. Keynote session.

Collaboration with colleagues

What was LEAST VALUABLE about AJCU-CITM?

Open-Ended Response

Give-aways

all of the conference was very worthwhile

It's all valuable but I find the social events too noisy. The opening reception is a good time to reconnect with people but it can be a challenge to hear if there is competing music and other noise. The dinner was pretty rowdy too, but I guess by then people need to let off steam.

I honestly cannot think of anything.

Campus tour, only because it was focused on a student audience rather than on the history & uniqueness of Gonzaga

The visioning exercise

All was relevant and valuable

The campus roundup. It's perfunctory. I would much rather have heard 5 minutes about a single topic from each institution. Say, their biggest accomplishment or challenge (or failure!) in the past year.

Long days

Roundup from all schools. Send us the PowerPoint but don't make u spend 2 hours discussing. If we have questions, we can ask each other.

Lack of technical content

Executive meeting of CIOs. Seems redundant to business meeting.

There was a great group activity at this year's conference but no larger group discussion. Perhaps more time allowed to debrief and share or organize the main themes/take-aways from the discussion.

venders

Wednesday AM is always difficult. I attended these sessions but they were not as valuable to me. Might just have been the subject matter this year.

I would like to see more collaborative planning - we heard some great ideas this year, but have virtually no way to follow-up and make them happen.

Absolutely nothing!

Round up is better but still not off much value. I would like to see this presented more as a dashboard with colors depicting each school.

Arrived late Sun evening. Had a little trouble finding out about bus/shuttle schedules to GU, until I had the program in hand. Email on Mon morning schedules would have helped, but not that big a deal... figured in out.

8am meetings.

Vendor set-up

The three-minute campus summaries. the information is good but might better be distributed by email rather than read to us.

World Cafe - it was fine, and entertaining, but beyond filling time, I'm not sure what I should take away from it.

The vendor fair -- yes, I know they subsidized the conference!
Meeting the vendors did have some value, but of all the events, this was the least valuable.

Business meetings (b/c I'm not involved)

Can't say

Campus roundups

Do you plan to attend the next AJCU-CITM?

Response

Yes

Yes

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Yes

Please indicate your overall satisfaction with AJCU-CITM 2014.

Response

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Somewhat Satisfied

Very Satisfied

Very Satisfied

Very Satisfied
Very Satisfied

Very Satisfied

Somewhat Satisfied

Very Satisfied

Neither Satisfied nor Dissatisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Somewhat Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Very Satisfied

Column15

Additional Comments (Optional)

I thought the conference was very well organized.

It was an amazing experience! Kudos to the entire Gonzaga team!

Could there be an option to have a conference bag or not? I tend not to use most of them (although it depends on the style). Also, the little gifts are nice but can be a challenge to pack. A couple small flat mementos would be fine, plus some water and maybe some snacks.

AWESOME job, Gonzaga. It was so well executed & the staff was so calm, which really made it for an enjoyable time!

It was very evident that this conference was well planned and organized. Everyone at Gonzaga was so helpful and welcoming. This was an exceptional conference!

Good bread at breakfast. Less sugary snacks, more healthy snacks like nuts, fresh or dried fruits. Hot beverage at lunch.

Well Done!

GU hosted a wonderful conference. Very impressed.

This is by far my favorite conference each year.

Chris and staff did an outstanding job. One of the best meetings (among a lot of good meetings). Thank you.

Love the AJCU-CITM.

Prefer a school logo t-shirt in bag, need coffee pot in hotel room

Goddie bag is unnecessary for me. Take the cost of the bag and the contents any I've everyone an iPad mini with a very modest subsidy from apple or give every one a surface 3 with a less modest subsidy from Microsoft.

One small issue was having the split room with dining/speaking/vendors on Tuesday, since there was too much noise in the room to adequately pay attention to the speaker, or to hear other conversations.

This was my first conference, and I was happily surprised just how much I got out of it. Meeting counterparts, making contacts, benchmarking ... it was incredibly helpful.

The Gonzaga staff did a great job!

Everything was very nice and all the Gonzaga staff were very supportive, friendly, and helpful.

Is there anything else you would like to share with us?

Open-Ended Response

Spokane was wonderful and Gonzaga was a great host!

I feel we have a lot of food and it's generally healthy and delicious but I wonder what happens to what we don't consume. I'm also wondering if we might give a donation to a local food bank or charity as part of our registration fee. We're so lucky to have these wonderful conferences in beautiful venues and it would feel more balanced to give something back to our host cities.

It would be helpful in the conference brochure to have titles or affiliation (CIO, TTL, PM, Operations).

This was a terrific experience. Three cheers for Chris and all the Gonzaga team!

REDACTED

Savor Spokane was a wonderful event. It gave me the opportunity to meet fellow attendees and start the networking in a relaxed environment. Great wine, great food, and great conversations!

It was one of the best conferences I have ever attended. Loved it!
Thanks to everyone at Gonzaga for the amazing work and attention to detail you put into this event.

Mid May is graduation time everywhere, so we can increase participation if we can move the date to June, if at all possible.

The organizers did a great job and were always there to help. A little more technical content would have made the conference ever better.
I appreciated that there wasn't such an overload of food as the past couple of years. I liked the hospitality room very much vs. big refreshment breaks.

Thank you, Chris and Team, for all of your excellent coordination and hospitality.

You have a wonderful campus!

Job well done! The drunken donuts were just one of the highlights of my trip.

Very impressed by your president.

A huge thank you to the Gonzaga team - Great Job!!
I've attended the CITM at USF, Santa Clara, BC and Gonzaga - this was the one that affected me the most. While part of it was because of the better place that I was in, the absolute perfect atmosphere that the Gonzaga team created made it spectacular .

I liked the 11:00 finish on Wed., and having it in the hotel rather than GU. Made catching flights easier and I didn't have to miss some of the Wed sessions as I've had to do in the past.

Wifi, wifi, wifi. Gongaza team - you rocked it! Thank you.

Great event!

You did a great job of blending technology with larger identity and mission issues. Additionally, you were great hosts.

Technology infrastructure supporting the conference was very good. that and the venue set a pretty high bar for Loyola Maryland. Logistics of vendor fair next to lunch with speakers was unfortunate. We could not hear the speakers and I'm sure they felt they were talking to an inattentive room.

Thanks for all of your efforts Gonzaga!

I would have liked the AJCU Mentoring Program to get a little more visibility. I heard it get brought up in a session, but no acknowledgment of the Mentees and especially the Mentors who gave up their time to participate in the program.

Very well done! The only thing I missed was a coffee maker in my hotel room. That's saying something!

Instead of the campus roundups why not build a matrix of tools and technologies each university uses. We can cross-reference with individuals from the schools if we choose to seek out and discuss.