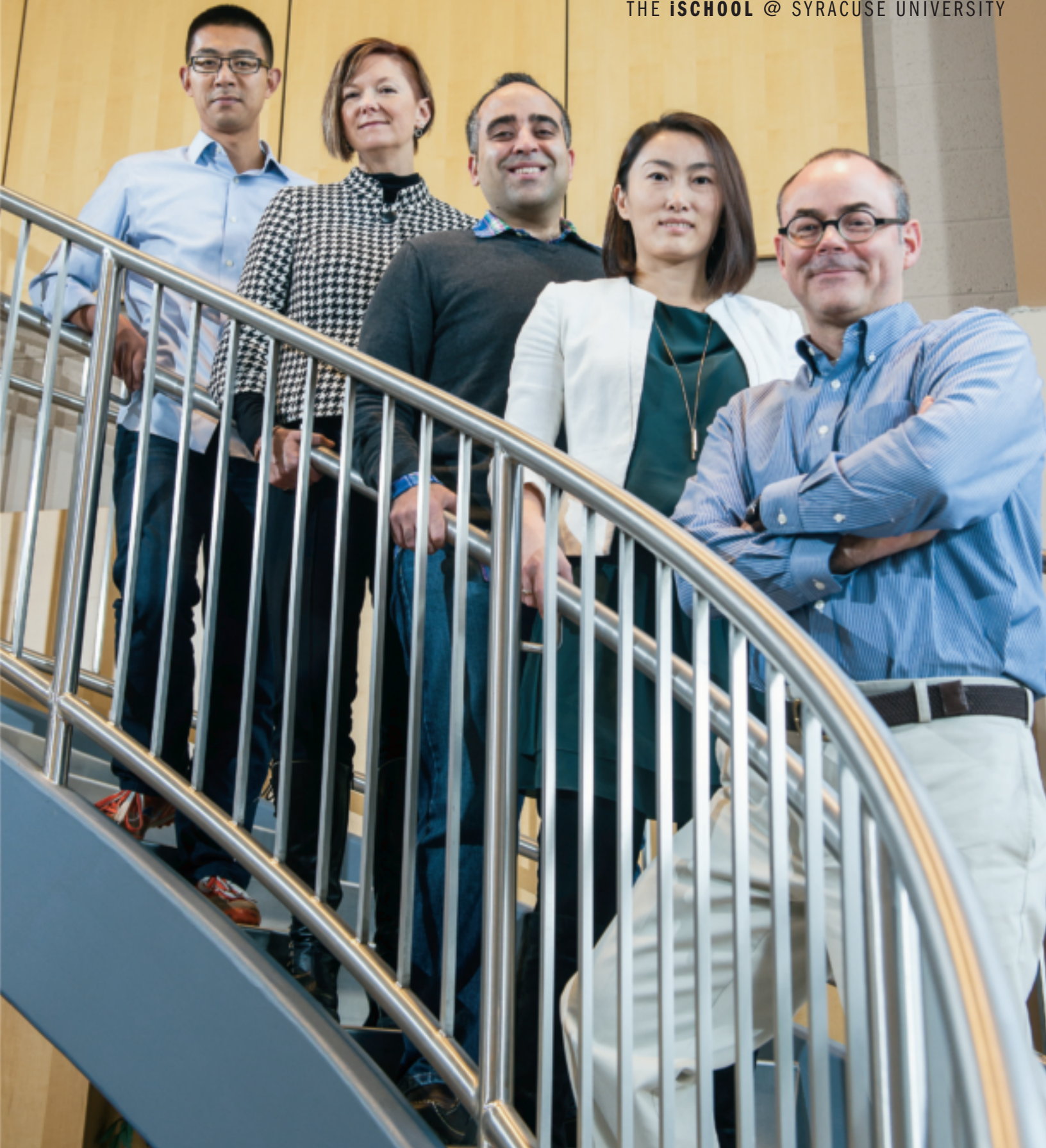


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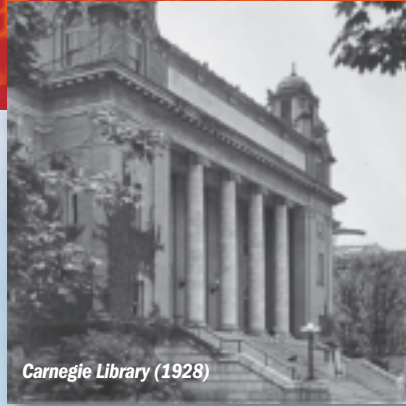
# connections

THE **i**SCHOOL @ SYRACUSE UNIVERSITY





*Huntington Hall*



*Carnegie Library (1928)*



*Center for Science and Technology*

# Hinds Hall Turns 60



**A**lthough the iSchool has only called Hinds Hall home for about a dozen years, the building turned 60 this fall. Built in 1955 for the then College of Engineering, Hinds Hall originally housed administrative offices, research and instructional laboratories, and conference rooms until renovations began in 2003 to convert the space for the iSchool's use.

Former homes on campus for the iSchool have included Carnegie Library, the Center for Science and Technology, Huntington Hall, and various small buildings and houses along Euclid and Ostrom Avenues on the edges of campus.

**More about the iSchool's home in Hinds Hall: [ischool.syr.edu/facilities](http://ischool.syr.edu/facilities)**

## inside this issue

### FEATURES

Innovative New Research Labs	9
<i>Three new research labs have formed at the iSchool</i>	
Career Connections and Corporate Involvement	15
<i>Hands-on learning and immersion programs shape student experiences</i>	
Syracuse brings an iSchool to Africa	18
<i>Three alumnae help bring a new iSchool to Makerere University.</i>	

### SCHOOL NEWS

Dean's Message	2
Around the iSchool	3-7
Undergraduate Research	6
Student Profile	8

### ALUMNI NEWS

From the Director	21
Class Notes	22
Alumni Profile:	
Sandra Reid G'98	25
Alumni Return as Recruiters	26
Joining the iSchool Family	28

### ON THE COVER

Faculty members responsible for establishing three new research centers at the iSchool pose for a photo on the stairs in Hinds Hall's iLounge. From left to right: Yang Wang, Jenny Stromer-Galley, Bryan Semaan, Yun Huang, and Jeff Hemsley. Cover photo by Steve Sartori.



12



3



27

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**Interim Dean:** Jeffrey M. Stanton

**Editor:**  
J.D. Ross  
[rossjd@syr.edu](mailto:rossjd@syr.edu)

**Alumni News Editor:**  
Barbara Settel G'73, G'76  
[basettel@syr.edu](mailto:basettel@syr.edu)




**Copy Editor:**  
Diane Stirling

**Contributors:**  
Kim Pietro  
J.D. Ross  
Barbara Settel G'73, G'76  
Diane Stirling

**Design and Production:**  
Colleen Kiefer, Kiefer Creative

**Address correspondence to:**  
*Connections*  
Syracuse University iSchool  
343M Hinds Hall  
Syracuse, NY 13244  
[rossjd@syr.edu](mailto:rossjd@syr.edu)  
(315) 443-3094

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# Wild Rides

## *Dean's Message*

**JEFF STANTON, INTERIM DEAN**

STEVE SANTORI



**D**id you ever visit Disneyland? They have an attraction there called “Mr. Toad’s Wild Ride.” That’s what the past six months has been like at the iSchool. So much has happened since the last magazine that it is difficult to describe the wild level of energy and excitement here at the School. Here’s just a few of the highlights:

- We’ve had record numbers of students participating in our signature programs. For example, more than 130 high school students at our annual It Girls event; 592 students and 40 employer organizations at our fall career fair in the Carrier Dome; and more than 35 interdisciplinary student teams at our Major League Baseball overnight challenge.
- We launched a new research center: The Center for Computational and Data Sciences. This new center focuses on advancing important and practical research in the social sciences, using advanced computational approaches. Stay tuned for cool faculty and student projects, grants, innovations, and presentations.
- We are deep into the process of reaccreditation for our library science program. An adept team of faculty and staff produced a mammoth self-study document and our site visit team from the American Library Association recently finished a multi-day visit to speak with faculty, staff, and students. We’ll have the full ALA report in January.
- We launched a new service program in the school – the Faculty Center for Teaching and Learning – with a dedicated group of staff and faculty focused exclusively on enhancing instructional quality in our campus and online courses.
- We established our first endowed professorship. Thanks to the generosity of the late Mrs. Estelle Wilhelm ’38 G’39, we have created the Katchmar-Wilhelm Professorship in Information Studies. We expect to award the professorship next summer.

With that small sample of our recent activities in mind, let me peek forward into 2016. The University has recently charged each school and college with creating a strategic plan to guide its focus and activities. Members of the iSchool community will work on a plan for us all during the spring semester—we would love to get your input for this.

The iSchool’s plan will build upon the six pillars of the university’s academic strategic plan: innovation; internationalization; veterans’ education; research and discovery; One University; and the student experience. This latter area is a signature strength of the iSchool and one I expect to have a prominent role in our planning.

So, thinking past wild rides, the iSchool shares another ambition with Disney – providing a seamless and positive user experience for all. Here at the iSchool we strive, through our classes, co-curricular activities, research projects, road trips, advising, and career assistance, to provide the best possible student learning experience for every iSchool student. In our undergraduate, master’s, certificate, and doctoral programs, we prepare students for influential careers in the information professions. Although we teach essential skills every student will need, we excel at the kind of high-level professional development that prepares students for success in a rapidly evolving workplace. Information is one of the fastest moving areas of our economy and our society: iSchool students get there first!

JESSICA MURRAY



The It Girls Alumnae Executive Board, from left to right: Megan Swanson '18, Elizabeth Griffin '15, Rosaly Salcedo '16, Chelsea Hawkins '17, Christie Jasmin '17. Not pictured, Fatma Ngom '16.

iSCHOOL NEWS

### It Girls Alumnae E-Board Receives Chancellor's Public Engagement/Scholarship Award

A new student organization at the iSchool was selected to receive special recognition by Syracuse University for its work in the arena of public engagement and scholarship.

The It Girls Alumnae Executive Board was chosen as a recipient of a 2015 Chancellor's Award for Public Engagement and Scholarship.

The It Girls Alumnae E-Board was

formed following the third year of the It Girls Overnight Retreat. It was proposed as a new student organization that would serve to connect and unify former participants in the It Girls program who were attending Syracuse University.

More about the iSchool's It Girls program for high school girls: [itgirls.ischool.syr.edu](http://itgirls.ischool.syr.edu). ■

FACULTY BRIEF

### Stromer-Galley Receives 'Excellence in Graduate Education Faculty' Award

Associate Professor Jennifer Stromer-Galley received an Excellence in Graduate Education Faculty Recognition Award—an honor that is given to those faculty members whose dedication to graduate students and commitment to excellence in graduate teaching and mentoring have made a significant contribution to graduate education at Syracuse University. ■

J.D. ROSS



FACULTY BRIEF

### Ping Zhang Named American Council on Education Fellow

Professor Ping Zhang has been named as a fellow of the American Council on Education (ACE) for the 2015-2016 academic year.

Zhang is among 47 emerging college and university leaders named to the ACE Fellows Program this year. The program combines retreats, interactive learning opportunities, visits to college and university campuses, and placement at another higher education institution to condense years of on-the-job experience and skills development into a single year. ■

STEVE SARTORI



FACULTY BRIEF

### Semaan and Co-Authors Win CHI 2015 Best Paper Award

A paper co-authored by assistant professor Bryan Semaan has been cited as one of the ACM Conference on Human Factors in Computing Systems (CHI)'s "Best Paper" awards of 2015.

Called Designing Political Deliberation Environments to Support Interactions in the Public Sphere, the paper was selected from a total of about 2,100 submissions this year. Its naming as a "best paper" qualifies it as among the top one percent all submissions. ■

J.D. ROSS



J.D. ROSS



**Kevin Crowston** talks with students in his *Strategic Management of Information Resources* course.

FACULTY BRIEF

**Crowston's NSF Role Illuminates Research Funding Aspects**

**DISTINGUISHED PROFESSOR** of Information Science Kevin Crowston has enjoyed a rare opportunity in the academic researcher's world. He's lived life on the other side of a research funding proposal.

Dr. Crowston recently completed a 27-month rotation as a program director for the National Science Foundation (NSF). Working from its headquarters in Washington, D.C., he directed the NSF's Cyber-Human Systems and Human-Centered Computing program, Information and Intelligent Systems Division, Computer and Information Science and Engineering Directorate.

Read more about Crowston's NSF experience online: [ischool.syr.edu/CrowstonNSF](http://ischool.syr.edu/CrowstonNSF) ■

J.D. ROSS

**Deborah Nosky** Named by Class of 2015 as **Professor of the Year**

"The award is a real honor because it says to me that I made a difference to them; that means a tremendous amount!"



Assistant professor of practice **Deborah Nosky** addresses the Class of 2015 at the iSchool's convocation ceremony in May.



J.D. ROSS

*Le Moyne College interim provost Thomas Brockelman (left) and Syracuse University interim provost Liz Liddy exchange copies of the agreement between the two schools at a signing ceremony in August.*

**iSCHOOL NEWS**

**LeMoyne, iSchool Partner for Accelerated Graduate Degree Programs**

Officials of Le Moyne College and the School of Information Studies recently signed an agreement that reaffirms and expands the academic collaboration that has existed between the schools since 2011. The plans for the new FastTrack graduate education path permits Le Moyne College students from all majors to earn information management and library science master’s degrees on an accelerated basis through the School of Information Studies.

More information about the FastTrack program is available at: [ischool.syr.edu/fasttrack](http://ischool.syr.edu/fasttrack)

**FACULTY BRIEF**



NHRA/INVSIS

**Thomas Helps Develop Global Project Management Course Materials, Curriculum**

Associate professor of practice Art Thomas has been part of a Project Management Institute (PMI) effort to develop sample course materials and design the curriculum for undergraduate project management programs in universities worldwide.

His work is comprised as a series of documents that faculty from any university, in any capacity, can register to download for free. The educational documents are available on the global PMI website: [www.pmiteach.org](http://www.pmiteach.org). ■

**FACULTY BRIEF**

**Lankes Launches ‘Expect More’ World Tour**

**THIS YEAR**, Professor R. David Lankes has been taking his message on the road about how powerful librarians can lead to better communities through better libraries.

With keynote speeches in the UK, and New Zealand, and speaking engagements across the U.S. and Canada, Lankes hopes to have a conversation about where libraries are going, and how important good librarianship is to good communities, including schools, universities, businesses, and governments.

“Libraries and librarianship is changing, with a shifting focus from collections and buildings, to communities and civic empowerment,” explains Lankes. “Where once we looked to libraries to warehouse materials, we now look to them to help forward community aspirations through knowledge and learning. With this shift comes a more hopeful and confident narrative around libraries and librarians. To be a librarian is not to be neutral, or passive, or waiting for

a question. It is to be a radical positive change agent within your community.”

The tour will continue into early 2016, with dates planned in Toronto, Canada, and Melbourne, Australia.

Learn more about Professor Lankes’ vision for libraries and the Expect More tour at: [ischool.syr.edu/expect](http://ischool.syr.edu/expect)

*“To be a librarian is not to be neutral, or passive, or waiting for a question. It is to be a radical positive change agent within your community.”*

—R. DAVID LANKES



*Professor Dave Lankes delivers a talk in the Netherlands as part of his Expect More world tour.*

## Undergrads:

### *Adding a Valuable Element in Our Research*

**YANG WANG**, ASSISTANT PROFESSOR

**T**here's a win-win situation right under our noses when it comes to the involvement of undergraduate students in faculty research projects.

I'm comfortable saying that because in my own experiences, first as a young student researcher, and later as a doctoral student, a post-doctoral researcher, and now as a faculty member leading federally funded research projects, I have had positive experiences with all levels of students.

The Social Computing Systems (SALT) lab that I co-direct here at the iSchool has included doctoral students, as well as master's students, undergraduates, and even the occasional high school students. I can attest that involving even the youngest students in research efforts produces positive results. I see it as a win-win situation for professors, research labs, and the students themselves.

Undergrads are a significant component of the School of Information Studies' student body. We have very, very smart undergrads. Even if they don't end up going to graduate school or focusing on a research career, involving them in research activity helps them develop critical thinking skills. It's a truly wasted opportunity if we don't reach out to our undergraduate students to get them involved in our research efforts.

Oftentimes, undergraduate students are curious, adventurous, and energetic, perhaps even more so than their older counterparts. They're excited to try different things. Because it's early in their career, some don't really know what academic or career path they want to follow. Graduate students typically already know the areas of research or career where they want to dedicate their efforts, so have narrowed their focus accordingly. Undergraduates, on the other hand, have



**Professor Yang Wang (second from left) with undergraduate student researchers Piranut Lappathana, Mark Edmiston, Alexander Krapf, and Nata Barbosa (on screen).**

an open-mindedness that comes with their interest in exploring many different fields and specialties. That broad view can be beneficial in a lab setting.

When I look for undergraduate students to join my research team, there are two components I feel are necessary. First, I want somebody who has curiosity and an eagerness to learn, and who is self-driven. While undergrad students may not have a lot of experience doing research, they can make up for that if they are creative and if they take the initiative to come up with their own ideas.

The other thing that's optimal in an undergraduate researcher is reliability—someone who can deliver as they've promised. I look for students who are down-to-earth and not just taken with high-level thinking; people who can actually get the work done. I also prefer students who have technical skills. That's

not a must, but because so much of my work is technically oriented, it's useful. However, students having some kind of programming or development skills, or who are good writers and critical thinkers who can put thoughts together in a precise, clear manner also add much value to the work. I'm happy to give students having those characteristics an opportunity, and try them out on a project.

One of the great things about the research lab environment is the synergy that's created between researchers who have different interests and perspectives, and that is another reason to include undergraduates in the research lab. It's a situation that promotes a positive environment, and not just among faculty members. Students can learn from their peers as well as from their professors. I recall how, when I was a graduate student, much of my learning actually stemmed from my peers, who



were students at both the graduate and undergraduate levels. The dynamic of students working together in the same space, even on different projects, creates a beneficial environment for collaborative learning and gets creative juices flowing.

Because research needs to be done across the many different programs and degrees offered by our School, and not just at the doctoral level, we really should push for all levels of our students—from those pursuing doctorates, to those working on their master's degrees, right on down to our undergraduates—to become involved in our research efforts. There are already a number of ways for supporting our undergrad students in doing research such as the McNair program, the undergraduate honors program, and the NEXIS lab here at the iSchool. But if we can create more opportunities for involving undergraduates in research, that's a very good thing for our students and our School, especially given Syracuse University's overarching drive to further strengthen the research profile and reputation of the institution.

I believe that all of us, as faculty and administrators, should begin to think more purposefully and more creatively about finding places on our research teams for our earliest-entry college students by developing opportunities to actively and productively engage them in faculty research initiatives. When we do, these students gain valuable skills for themselves, refine their ideas about their academic and professional futures, and contribute to and advance academic research. That's a winning situation all around. ■

ADAM FENSTER



Details on the challenge are online: [ischool.syr.edu/tibet](http://ischool.syr.edu/tibet)

iSCHOOL NEWS

**Syracuse Team Wins Second Place in Tibetan Innovation Challenge**

**H**is Holiness the Dalai Lama presents the second-place award to the Syracuse University team at the Tibetan Innovation Challenge. From left to right: Rinchen Dolma, Tenzin Lama, Tenzin Kusang, Norzom Lama, and Pasang Lhamo.

STEVE SANTORI



iSCHOOL NEWS

*iSchool Board of Advisors member and University Trustee Pat Mautino '64 G'66 was honored with the 2015 Orange Circle Award. The award recognizes altruistic members of the Syracuse University community who have done extraordinary things in the service of others. Pat is pictured here with her husband, Louis '61 G'62, Chancellor Kent Syverud, and Interim Dean Jeffrey Stanton.*

## STUDENT PROFILE

## COREY JACKSON

## Ph.D. Student Receives Two Prestigious Fellowships

DIANE STIRLING



Corey Jackson's schedule this past summer was a full one. The iSchool doctoral student received two prestigious fellowships that kept him busy while helping him fill out his future career plans. Though the fellowships are focused in different areas, they combined to provide the experience and grounding for Corey's ultimate career goals: being an information science researcher, professor, and entrepreneur.

Jackson, who came to the iSchool in 2012, completed a two-week teaching fellowship at the iSchool Inclusion Institute at the University of Pittsburgh School of Information Sciences. There, he conducted a Python programming module, part of an effort to help the University of Pittsburgh fulfill its goal of getting more underrepresented students interested in the information science field.

After the teaching fellowship concluded, Jackson's second fellowship, at the Research Development Alliance (RDA), an international organization dedicated to data sharing initiatives began. He was partnered with a mentor, and is investigating issues of privacy, data sharing, and data integration in crowdsourcing projects, while fine-tuning his doctoral dissertation focus. The RDA fellowship comes with the opportunity to present at plenary conferences, including RDA's September conference in Paris.

## TEACHING EXPERIENCE

The fellowship at the University of Pittsburgh is one Corey sought in order to further develop his teaching skills, he said. "I like to consider myself an entrepreneurial Ph.D. student, and I've always had an apprehension about teaching, only because I didn't think I'd be good at it," he reflected. He has developed course material, a lesson plan, and reasoned that with its short timeframe, this was a good way to dip a toe into teaching. "My goal is to teach a full course before leaving the doctoral program, so I saw this as a stepping stone to helping me become more comfortable teaching," he noted.

## DATA SHARING AND RESEARCH

Corey's RDA fellowship was an elite one. Only eight fellows were selected this year, and last year, the program had a 17% acceptance rate. The global organization awards fellowships to engage early-career researchers in efforts to eliminate technical and social barriers to research data sharing.

Jackson's time with the RDA was focused on a data integration question, and he has proposed to conduct an ethnography of scientists to assess whether using crowdsourced data changes their practices and the scope of their work. Corey said he hopes to be able to connect with scientists conducting medical research on crowdsourcing platforms where individuals contribute to research by sharing personal health data.

## CITIZEN SCIENCE FOCUS

At the iSchool, Corey's research focus is online citizen science communities. He is affiliated with Associate Professor Carsten Oesterlund and Distinguished Professor of Information Science Kevin Crowston's National Science Foundation grant investigating participant motivation and learning in Zooniverse citizen science projects.

Corey's dissertation is beginning to take shape as a thesis on how crowdsourcing might be used in the health and medical community, as a technique by those in the medical field to seek information they would use to solve health challenges, he said.

"The citizen science project, Cell Slider, for example, allows citizen scientists to view pathological data and identify cancer cells, and professional scientists then use this data to develop cancer treatments. This is proof of how crowdsourced work can solve complex problems and support scientific discoveries," he explained. "My overarching research agenda is to show how crowdsourcing is applicable across many domains and has the potential to address complex and challenging problems—and health is just one of those contexts." ■



Learn more about citizen science programs by visiting Zooniverse, a platform for crowdsourced volunteer-based research.

[www.zooniverse.com](http://www.zooniverse.com)

## FACULTY INTERESTS AND SYNERGIES FORM

# Innovative New Research Labs

DIANE STIRLING

**T**hey're worlds away from the scientific labs you see in the movies. There are no test tubes, no glass-fronted fume hoods, no researchers in long white coats.

After all, Information Science research has a whole different cachet.

The labs at the School of Information Studies are conducting serious—even ground-breaking—discoveries, nevertheless, and they're being accomplished by people who are crunching numbers, creating visualizations, developing software, and making digital apps. They're tracking and collecting the stuff of information in all its shapes, types, and forms. They're extracting it by the millions of bytes from the thin air of social media streams and from the lightning-speed flows of digital files. They're interpreting data as charts, images, and spreadsheets, and creating new software, online platforms, and policy recommendations from it all. In many cases, their findings are really big stuff that simply happens in a much more low-key manner.

## USER FOCUS

Information researchers at the iSchool are working for both global and individual good; finding ways to make society more productive, more informative, more communicative, as well as coaxing insights and meaning from mounds of data that help individuals to improve and communities to change.

## INCLUSIVE

These labs mirror the iSchool's "Faculty of One" culture. They're inclusive and cross-disciplinary in nature. Senior faculty are the initiators and overseers, but assistant professors and doctoral candidates often have leadership roles. More often than not, master's students, and even undergraduates, are also welcomed and are fully immersed in the processes and research efforts of the labs.

## BLEEDING EDGE

The faculty who lead research initiatives and the students who work alongside them report their findings in leading scholarly journals and at research conferences around the world.

The credibility of their work—as well as its vast potential—is recognized by commitments of millions of dollars in funding from prestigious research agencies. They have included the National Science Foundation; the Institute for Museum and Library Services; Google; IARPA; Knight Foundation; Sloan Foundation; the US Department of Education; and the Keck Foundation, among others.

## THREE NEW CENTERS

Such centers of discovery have been a mainstay of the School of Information Studies for decades. In the past year alone, two new labs have developed synergistically from the aligning of faculty research interests, and a third has been retooled to reflect new practices and updates to computing processes.

Here's what's going on around the iSchool and in these three research labs. These newest discovery centers for scientific investigation and scholarly inspiration are called BITS, SALT, and CCDS.



*iSchool faculty members Bryan Semaan (far left) and Jenny Stromer-Galley (far right) lead a discussion with BITS Lab student researchers.*

## **BITS**—Behavioral Information, Technology and Society Lab

### Research Focus:

This inter-disciplinary team of researchers is developing cutting-edge applications, tools, and software; engaging in innovative studies of how people use information and communication technologies (ICTs); and working to understand how those technologies and their uses affect society. Through data collection, interpretation, and visualization work, the team aims to identify and develop impactful designs, such as mobile and social media applications and online learning platforms.

### The lab conducts studies in these domains:

- Communication
- Human-computer interaction
- Computer-supported cooperative work
- Social media, Social computing, and Social networks
- Text and data mining, Natural language processing, and Information retrieval

### Phenomena being investigated include:

- Civic engagement, e-participation and digital politics
- Cultural issues in computing
- Disruption (i.e. crisis informatics), resilience and normalcy
- Serious games
- Social movements
- Information diffusion



Assistant Professor Jeff Hemsley explains how he measures and tracks viral content on the Internet in a CSPAN interview.

### Faculty Leads:

- **JEFF HEMSLEY**, assistant professor, whose expertise is in big data collection and analysis and social media networks
- **BRYAN SEMAAN**, assistant professor, who is both a social ethnographer and a computer scientist; who collaborates on a number of lab-based research projects
- **JENNY STROMER-GALLEY**, associate professor, an information science expert in how people interact and communicate on the Internet and in political communication.

### Projects:

#### POLITICAL CAMPAIGN ASSESSMENTS

Data collection is underway to assess political campaigns and the chatter surrounding the candidates on social media. Using a data-gathering tool Hemsley initially built then expanded with National Science Foundation funding while at the University of Washington's SoMe Lab, the mechanism is faster, cleaner, and more efficient than many typical data-scraping tools. Called 'STACKS', the tool interfaces directly with social network application programming in publicly available ways to access data.

#### DATA VISUALIZATION AWARENESS

Dr. Hemsley is bringing a greater understanding of data visualization to the Syracuse University and local Syracuse communities. With the BITS Lab as a focal point, he conducts outreach and uses the center to initiate conversations, host panel discussions, bring in guest speakers, and conduct events surrounding the use of collected data to illustrate social situations.

### SOCIAL MEDIA FOR TRANSITIONS, RESETTLEMENT

Dr. Semaan is examining how the use of social media can help people who are in a state of disruption, such as refugees who are trying to cope with conditions after a natural disaster or a war. He also is assessing how veterans can use technologies to re-engage in society and re-integrate into civilian life, and is working with Syracuse University's Institute for Veterans and Military Families and Catholic Charities of Syracuse in that effort.

### Tools and Applications:

Two main research tools are being used to collect, analyze, and interpret data collected.

'STACKS' – The Social Media Tracker, Analyzer, and Collector Toolkit at Syracuse, provides the platform for collecting and storing data from social media sites. It is available as an open source code on GitHub.

'POLI' – The application aggregates information across social media technologies, exposing users to diverse political information and alternative viewpoints. It filters content by topic, sentiment, geographic location, and political orientation, and provides feedback on the impact of posts, understanding context and managing identity.

### Faculty Perspectives:

*The BITS Lab provides... a forum for collecting and assessing the political communication citizens conduct online and through social media, where the research "can answer some enduring social science questions about the differences in strategies that campaigns produce," and potentially provide analytical tools "that will help put us in shape to do a pretty comprehensive analysis of the presidential election in 2016."*

—DR. STROMER-GALLEY

*It is... "a place where I can apply some computation social science big data techniques to questions having to do with how people behave online and in political and social"*

—DR. HEMSLEY

*The lab is a social media research center... "where the intersection of behavior, information, technology and society all are studied to see how people actually are using technology and information, and what the impacts of technology and information are on society."*

—DR. SEMAAN



Assistant Professor Bryan Semaan

## SALT—Social Computing Systems

### Research Focus:

The Social Computing Systems (SALT) lab focuses on systems research in social computing to develop deep understandings of how people interact with socio-technical computing systems. Work is underway to develop original designs that either enable new forms of user/social interaction or impact existing user/social interaction.

Researchers propose, develop and evaluate novel infrastructure solutions for a variety of social computing applications. These include mobile crowdsourcing systems, designs for enabling new forms of interactions between librarians and patrons, and mechanisms for making authentication more accessible for people with disabilities.

### Faculty Leads:

**YANG WANG**, Assistant Professor, School of Information Studies

**YUN HUANG**, Assistant Professor, School of Information Studies

### Projects:

#### **CAN** (Composable Accessibility Infrastructure)

A project to develop a lightweight utility infrastructure where software developers share their functional modules and website, or mobile app developers can easily find and integrate suitable accessibility modules into their sites or apps.

#### **DPS** (Department of Public Safety at Syracuse University)

A project that explores ways to improve public safety of a local community by using open crime data and crowdsourcing.

#### **EMOTION MAP** (Community Happiness)

A project to understand how increased awareness of self-emotions and local community emotions can help people implement different emotion regulation strategies via designing, implementing and evaluating a mobile social app (called Emotion Map).

#### **HUMAN LIBRARY** (Community as Collections)

A project that aims to develop a framework of crowdsourcing humans' knowledge and allowing others to become part of a library's resources, similar to books. The hypothesis is that librarians are the central hub of a local community and can weave together expertise from communities. Researchers in this project collaborated with local libraries to design a system (mobile app) to promote their human-library events.



STEF SARDORI

Assistant Professor Yun Huang

### PRIVACY AND SECURITY

(Accessible Authentication)

A project that aims to build novel authentication mechanisms that are accessible and privacy-preserving. Authentication (e.g., logging into a website) is an integral part of web user experience, although this seemingly mundane task poses many challenges for people with disabilities. The research team has conducted a preliminary study exploring the experiences that people with disabilities have when using authentication systems. The team also is building an accessible authentication framework with various authentication mechanisms.

### FACEBOOK PRIVACY NUDGES

A project that explores a “soft-paternalistic” approach regarding online disclosures. Anecdotal evidence and scholarly research have shown that Internet users may regret some of their online disclosures, and to help individuals avoid such regrets, this project designs mechanisms that nudge users to consider the content and audience of their online disclosures more carefully. An ongoing investigation is when to invoke such nudging mechanisms.

JR ROSS



### **TIRAMISU** (Transit Information System/App)

Tiramisu is a mobile transit information system where a crowdsourcing technique is applied to provide real-time transit information for bus riders. Prof. Huang's work with the project began in 2010 when she was a postdoctoral researcher at Carnegie Mellon University, and she has continued research with that team here.



*The Tiramisu application, is a mobile transit information system that uses crowdsourced data to provide real-time transit information for bus riders.*

### **STACKS** (Social Media Tracker, Analyzer, and Collector Toolkit at Syracuse )

STACKS is a toolkit designed to collect, process, and store data from online social networks. The toolkit is an ongoing project, via the Syracuse University iSchool, and currently supports the Twitter Streaming API with plans to support data collection from Facebook and Instagram.



## **CCDS**—Center for Computational and Data Sciences

### **Research Focus:**

The Center for Computational and Data Sciences is a research center housed within the School that aims to provide a focal point for advancing data science and human language technologies, especially in the context of social science scholarship. Its research focus is on using advanced computational approaches to assess important and practical research in the social sciences, working in data collection, retrieval, curation, analysis, and archiving.

The Center provides a platform to build an infrastructure for large-scale data collection and analysis tools that are free to use, and that would be supported in the long-term by a thriving open source developer community, according to School of Information Studies Associate Professor Jennifer Stromer-Galley, Ph.D., who serves as the Center's director.

As it has transitioned from its original formulation as the Center for Natural Language Processing, the CCDS builds on the School's historic strengths in human language technologies (such as natural language processing and machine learning) as well as its current emphasis on data science research. The Center serves as a platform "to build an infrastructure for large-scale data collection and analysis tools that are free to use, and that would be supported in the long-term by a thriving open source developer community," Dr. Stromer-Galley added.

Faculty and students are able to use the Center's resources to do hands-on work with real datasets for class projects, independent study, or other learning experiences. The Center also aims to support companies that want to have their own cohorts of students working with their own datasets in a secure environment, the director explained.

### **The Center now has three goals:**

- To answer pressing problems in the social sciences by collecting large-scale behavioral, interactional, and other data and applying data science processes and human language technologies;
- To provide needed expertise and systems to solve pressing social problems or needs;
- To advance the methods of large-scale data by building a community of scholars within and beyond Syracuse University focused on large-scale data research methods.

*Assistant Professor Yang Wang (left) meets with his team of undergraduate research students.*



J.D. ROSS

**Associate Professor Jennifer Stromer-Galley transitioned the iSchool's Center for Natural Language Processing into the Center for Computational and Data Sciences.**

### Faculty Lead:

- **JENNY STROMER-GALLEY**, Associate Professor and Center Director, School of Information Studies

### Projects:

- **The Field Data Repository** will provide researchers within and beyond Syracuse University a place to archive qualitative data they collect, such as interview transcripts, field notes, photographs, and other materials. It will also be made available for researchers to analyze the stored materials, with the aim to further advance social science scholarship through the sharing of unique datasets.
- **The CORA** (Citation Opinion Retrieval and Analysis) project aims to build an automated tool that can be used in bibliographic databases, such as libraries. It can extract statements in one article about another article. It can also categorize those statements on several dimensions including the subject matter, the tone, and the target of the statement.

- **The Political Campaign Social Media Study** is an initiative to collect and analyze political campaign social media messaging including how that messaging and strategy plays out in the 2016 presidential campaign.

### Perspectives:

*"The CCDS continues the excellent scholarship the iSchool had been doing in human language technologies, and we are connecting that work with our strength in data science to build a premiere research center that helps solve pressing social problems. As the data researchers are able to collect and analyze grows, new methods and techniques are needed to handle that data, with the terrific benefit that we can better understand human behavior and society."*

—DR. STROMER-GALLEY



# Experiential Learning Programs Provide Career Connections, Corporate Involvement

DIANE STIRLING



“I hear, I know. I see, I remember. I do, I understand.”

Chinese philosopher and teacher K'ung-Fu-tzu (Confucius), in formulating this expression around 500 B.C., showed an understanding of the added educational value of experiential learning.

At the iSchool, the learn-by-doing philosophy is taken to heart and to practice. Students are provided with an array of experiential-learning courses and immersion experiences. Those specialty offerings are among the distinguishing and differentiating characteristics of an iSchool education, and they have attracted more than 1100 students to more than a dozen different immersive experiences over the past several years.

The courses come in short and long form. They're domestic and international in nature. They range in duration from a few days to two or three weeks. They permit students to explore technology, information, and entrepreneurship fields and careers through visits to global companies, talks with founders, interface with and presentations to senior executives, discussions by industry leaders, and many times, the hands-on interest and involvement of iSchool alumni. The current slate of immersion courses include international global-tech explorations

EuroTech and Asia Tech; and US-based entrepreneurial excursions EntreTech, Data By The Lake, and Spring Break in Silicon Valley, among others.

The School also offers three semester-long experiential-learning courses. The trio of courses offers the same level of executive and expert involvement, and the commitment of noted corporate partners and alumni from varied information and technology fields.

## Applied Data

**Data by the Lake** is an enhanced version of the course IST 687, Applied Data Science. It introduces the fundamentals of data analysis and data mining as an approach and as a profession, introducing the practice of applying data management concepts to real problems in organizations.

Its unique feature is a week-long learning experience in Chicago, where students get involved in data science as it happens on the job in big global companies. In Spring 2015, the first year the course was offered, students toured several Big Data firms there, then were assigned actual projects where their data findings and recommendations were applied to existing organizational problems. Several student teams worked with data analysts and program managers from



Students spent a week in Chicago during Spring Break working with the City of Chicago Water Department and Hyatt Hotels on big data projects.

JD ROSS

the City of Chicago Water Department on a neighborhood-by-neighborhood water-use analysis project. Other groups of students coordinated with data managers at Hyatt Hotels on demographic assessments that were part of a Marketing Department analysis. While in Chicago, students visited companies Gogo and Spot Trading, and were part of an iSchool Board of Advisors reception. Interest in hosting the students and conducting an immersion course in that city was spurred by the Chicago Chapter of the Syracuse University Alumni group.

After their week in Chicago, students returned to campus to spend the rest of the semester devising solutions to the issues they discovered on their site visits. They concluded the semester by doing formal presentations on what their data analyses showed, and the solutions they had devised, presenting directly to senior organizational leaders and project managers from the City and from Hyatt.

### Consulting Try-On

There's also **IST 400/600, Enterprise IT Consulting**. Taught by Associate Professor Michelle Kaarst-Brown,

STEVE SARTORI



*Associate Professor Michelle Kaarst-Brown teaches the iSchool course Enterprise IT Consulting.*

STEVE SARTORI



*Associate Professor of Practice David Dischiave held this year's Global Consulting Challenges course with corporate partner EY.*

DAVID DISCHIAVE



the course offers an in-depth look at the consulting profession. Students learn everything from the broad perspectives about that type of work, to the practicalities of managing projects and clients; to the nitty-gritty skill-building required for success in the IT consulting field.

Over a semester, they come to understand what it's like to work as a consultant, with all of its kinks and wrinkles, through classes that are infused with realism and a constructed consulting environment. Dr. Kaarst-Brown draws on her 20

years of consulting and management experience and adds more insights by connecting students with an advisory group of consultants from global firm Deloitte. Instructor and guests provide exposure to all aspects of the consulting process. Students learn about sales aspects; client engagements; analyzing information; managing ambiguity; and project curve balls. They follow cases from the textbook, deconstructing the engagement and conducting simulations and analyses. Deloitte consultants provide hypothetical cases where students assess the competition,

*Students on the EntreTech trip in New York City visit HuffPost Live, the Internet-based video streaming network, and learn about cross-platform content delivery methods.*

IST





*Director of Employer Relations  
Sarah Weber*

Find out how you can be involved with the iSchool's experiential learning initiatives. Host a course, come to campus, take part in our job shadowing program, and provide job and internship information. Contact Sarah Weber, director of employer relations at [sfweber@syr.edu](mailto:sfweber@syr.edu), or call 315-443-5801.

address technical issues, implement best practices, and offer customized advice. Students use some of the firm's internal consulting tools to track project progress and assess the risks of various actions and decisions.

The unique format allows students to interact regularly with experienced practitioners while gaining practical project experience. Throughout the semester, they receive feedback from peers, instructors, and clients, while enjoying face-to-face interactions with and coaching from Deloitte representatives. Since many iSchool graduates ultimately begin their careers as IT consultants, the course is excellent preparation for the abilities needed and experiences likely to occur for those entering the field.

### Living The Worklife

Another of the iSchool's course offerings, **GET 400, Global Consulting Challenges**, developed in concert with global consulting leader EY, also gives students a taste of a technology consulting career.

In GET 400, students live the consulting type of life as they grapple with real business issues and client-interaction dimensions. They are tasked with semester-long assignments. Last year, student teams developed risk assessment strategies for a global financial company in order to gauge the validity and safety of implementing a global BYOD (Bring Your Own Device) policy. The 12 handpicked students that comprised 2014's class were led by

Associate Professor Jason Dedrick. The class was offered again in the spring of 2015, with Associate Professor of Practice David Dischiave teaching.

As part of their immersion, students conducted risk assessment analyses relevant to regulations in the U.S., Europe, and Asian-Pacific countries. Then it got even more real. The students were invited to travel to New York to present their recommendations to several top executives at EY's U.S. headquarters. Students agreed that the course not only exposed them to the exacting demands of a consulting profession, but enabled them to see the kind of practical issues involved in global, distributed operations, such as working with clients who live overseas and in different time zones.

### High Interest

Dr. Kaarst-Brown said student demand for the IST 400 consulting course has been strong, and that students' ability to interface with Deloitte consultants as a routine part of the class has provided a realistic view of precisely what's involved in that type of work. "The course is not only for students who believe they want to be consultants, but for those who aren't sure if the profession is right for them. It is also very helpful for those students who are more technical and want to broaden their business skills or strengthen some of their interpersonal skills," she noted.

The EY partners initiated their trial course specifically so the company could begin interfacing with students in their

sophomore years, before they had experienced internships at other companies, in the hope that promising students might, a year later, be interested in junior-year internships and potentially in jobs with EY after graduation.

For students, the benefit was being prepared for the challenges of working in a large global enterprise in a way that reflects the actual environment they would face. "Working in isolated courses, with only lectures and lab exercises in a controlled environment does not do that; that's not how industry works," noted Professor Dischiave.

### Valued Partners

Innovative courses featuring classroom-corporate partnerships, where students work directly with professionals in the field, are especially useful experiences for students, and valuable for the school and the businesses involved as well, added Sarah Weber, director of employer relations at the iSchool. Such courses are examples of how collaborations with corporate partners and the School are occurring "in a very holistic sense, from classroom engagement to professional development, to the more traditional internship and full-time job opportunities," she said. ■

# Alumnae Help African Countries Achieve Information Goals, iSchools Membership

DIANE STIRLING

**T**he requests for assistance came from afar. The initiatives combined the natural interests, resources, and abilities of three School of Information Studies (iSchool) alumnae, all committed to the idea that Africa should have an Information school. The efforts took three years, two trips to East Africa, and consistent work behind the scenes. Eventually, the work of those women, and the efforts of the iSchool, helped two African countries achieve goals to develop information-field skills and connections, and bring the iSchools movement to a sixth continent.

In 2012, the iSchool's then-dean, Elizabeth Liddy (now Interim Vice Chancellor and Provost of Syracuse University, who earned a library and information science master's degree and an information transfer doctoral degree from the iSchool) also was serving as the Chair of the iSchools Organization. The iSchools Organization is a group that advocates for information schools, and its membership was growing rapidly, encompassing institutions on five continents—North America, South America, Europe, Asia and Australia. Africa, however, was still without an iSchool.

STEVE SARTORI



Rwandan students pose with former iSchool Dean Liz Liddy during their residency in Syracuse in 2013. From left to right: Ali Kaleeba, Jean Pierre Mugiraneza, Dean Liddy, Chantal Dusabe Kabanda, and Bernard Bahati.

## Helping Rwanda

**O**ne day, educators from the small, East African country of Rwanda contacted the iSchool to ask for help in training more professionals in library skills. The country had no library and information science university programs of its own, and just a handful of people with master's degrees in the field. The iSchool responded positively. Liddy tasked alumna Sarah (Webb) Inoue, a post doctoral researcher who had earned her Ph.D. at the iSchool in 2011, to see if there was a way to change that situation as a global librarianship initiative.

Liddy and Inoue traveled to Rwanda, meeting with a number of the country's college leaders and faculty. The iSchool decided to work with the University of Rwanda's College of Education, and through the diligent planning and creative ideas of Inoue, a bachelor of education in library and information science was developed to meet that goal. The iSchool since has trained a class of library professionals, trainers who now are teaching others in their country in library science skills.



## Involvement in Uganda

A second Africa project soon was in store, and Inoue would again tackle the behind-the-scenes work that would help bring another educational effort to fruition. Alumna Elizabeth (Liz) Ngonzi, '92 (an iSchool Advisory Board member since 2013), saw Liz Liddy's messages on Twitter about the Rwanda initiative. Ngonzi, now U.S. CEO of the South Africa-headquartered social development organization Afrika Tikkun, offered to connect the school to influential educators and officials she knew in Uganda, the country of her family's origins. Ngonzi arranged an introduction for the iSchool to the Honorable Ruhakana Rugunda, then Minister of Information and Communication Technology, and now Prime Minister of Uganda. While pleased to hear of the ideas for Rwanda, Dr. Rugunda also asked if

the iSchool could help Uganda launch its own information school and to extend its reach globally.

Ngonzi and Inoue traveled to Uganda in the fall of 2012. They met with officials at Makerere University's East African School of Library and Information Science (EASLIS), one of the oldest library schools in Africa. According to Inoue, they had discussions with the Permanent Secretary of Gender, Labor and Social Development, which oversees Uganda's public libraries; Liz Ngonzi's contacts who lead the HIVE Co-lab, an incubator for entrepreneurship; and others from Uganda's Ministry of ICT. "We discovered that EASLIS had just joined with the School of Computing and Informatics Technology to form the College of Computing and Information Science (COCIS). That comprised all the makings of an iSchool. So we

suggested that Makerere University apply for membership in the global iSchool's Organization," Inoue noted.

Two COCIS representatives attended the next iSchools Organization conference in Fort Worth, Texas in February 2013, providing them "an opportunity to experience coming into a group of researchers and to see what an iSchool community is like," Inoue said. The representatives participated in panels and discussions and met organization and membership leaders. Throughout 2013, Liddy and Inoue then worked with COCIS officials to draft a membership application. It was submitted late in 2014 and approved the following spring—making Makerere University a member, and officially bringing a sixth continent to the organization.

*Makerere University in Uganda is home to Africa's first iSchool.*



Sarah Inoue



Liz Liddy



Liz Ngonzi

## Milestone Step

Looking back on the elements of fate that brought Syracuse's iSchool and Makerere together, Prime Minister Dr. Rugunda noted the significance of that moment for the future. He noted, "I am glad that we are now witnessing the fruits of this initiative, and would like to salute the role played by Liz Ngonzi and Sarah Inoue in getting the project to this level, and for the welcome reception and support the team at Makerere University has given to the project." Prime Minister Rugunda added that: "We would like to see this collaboration as a beginning to much more partnership between Syracuse and Makerere in many fields."

Inoue observed that the recognition of Makerere as a member of the iSchools Organization was "very gratifying. We were pleased to be able to help guide the way for Makerere and COCIS to join the organization. They just needed a little nudge to officially become an iSchool," she said.

Liddy observed, "The iSchools Organization and the iSchool at Syracuse have shared a commitment to the advancement of iSchools nationwide and globally as an effort to advance the fields of information and technology for the future. It was a natural extension to respond when asked to help in Rwanda and Uganda. Both initiatives have helped fulfill those goals, while providing connections from Africa to the world that are serving everyone's interests."

For Liz Ngonzi, three generations of whose family have attended Makerere, the University's achievement was a full circle in her vision for using information and technology to spur advancement in Africa that goes back to her undergraduate days at Syracuse. In her senior year, she wrote a paper on how telecommunications was the path for the continent's future, and she has come to realize that goal through her speaking engagements throughout Africa, through which she helps nonprofit organizations and entrepreneurs understand the value of utilizing mobile and online technology to engage their various stakeholders. "To see what's come about and what's yet possible for Uganda is incredibly inspiring for me; that's why this effort means a lot to me," Ngonzi said. ■



The iSchools Organization, founded in 2005 by a collective of information schools dedicated to advancing the information field, now boasts 65 members across six continents. View all organization members at: [ischools.org/members/directory](http://ischools.org/members/directory).

# Hooray for iSchool Alumni!



**BARBARA SETTEL**, EXECUTIVE DIRECTOR, ALUMNI RELATIONS

We have a wonderful tradition at the iSchool and it's called Hooray Day. Each semester we "toot our own horns" and give a "hooray" to our professional activities and let our colleagues in the school know about our conference presentations, research grants, publications and other scholarly pursuits. We also celebrate some personal accomplishments like births, marriages, and other life-changing events. It's a great way to keep abreast of an active and diverse group of professionals who are making huge contributions to the information field.

I say "hooray" every time I get a message from an alum about a promotion, a new project they've undertaken, a conference they attended, or a shout-out to a faculty member who had an impact on their career. Your success is a testimony to the power of an iSchool

degree, and we want to broadcast that message far and wide. Not only to your fellow classmates, but also to employers and prospective students.

This issue of *Connections* launches our new focus on your achievements, but the magazine is only one way of shouting "Hooray" for what our alumni do. We also have a quarterly e-newsletter with lots of space for your accomplishments, as well as the website, which is visited by all of our current and prospective students. Please share your news and accomplishments by submitting them to us through the update form on the website at [ischool.syr.edu/alumniupdate](http://ischool.syr.edu/alumniupdate). There is also space on the enclosed envelope to send us addresses changes and news. And of course you can always reach me at [istalum@syr.edu](mailto:istalum@syr.edu). Let's make alumni Hooray Days a tradition at the iSchool! ■

## YOUR GIFTS MATTER—

# Remembering Marta Dosa

**BARBARA SETTEL**, EXECUTIVE DIRECTOR, ALUMNI RELATIONS

Marta Dosa's passing on January 8, 2015 left a huge hole in the heart and soul of the iSchool, and in the hearts of many alumni. However, her legacy lives on in the work of so many professionals who were inspired by Marta.

Thanks to the generosity of friends and alumni like you, many future library science graduates will benefit from the outpouring of gifts to the Marta and Joseph Dosa Scholarship Fund (awarded by the Syracuse chapter of Beta Phi Mu).

The scholarship fund received more than \$16,000 from over 150 donors and gifts still continue to come in. On behalf of the Dosa family, Beta Phi Mu and iSchool students, we send a huge thank-you and appreciation for your gifts.

Special thanks to the donors listed below who made a gift to the scholarship fund of \$500 or more.

Joan Brodsky '67 G'68

Mary A. Burke

Hannah Francis G'98

Elizabeth Liddy G'77 G'88

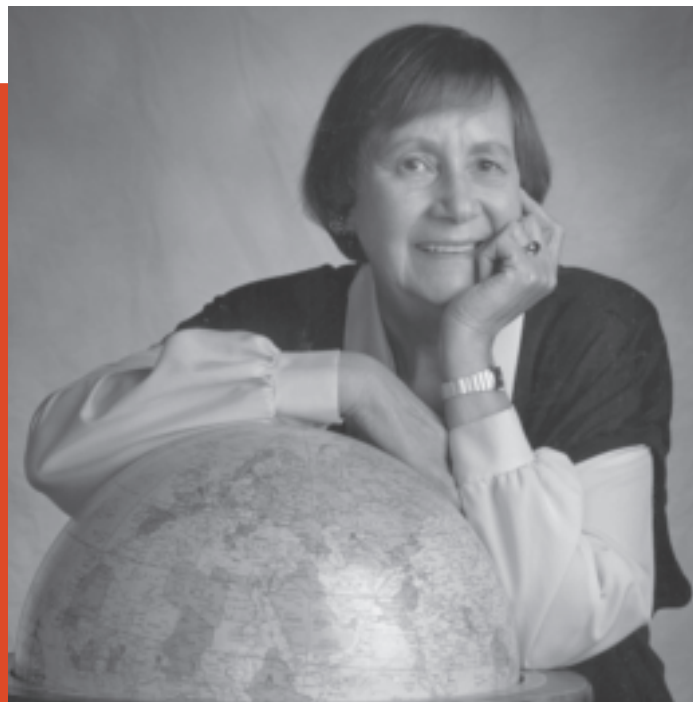
Louise L. Litke G'66

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Judith M. Prevratil '63 G'66

Janet L. Valeski G'75



Marta Dosa, 1923 - 2015

For more information about the Dosa Scholarship Fund, or other giving opportunities at the iSchool, contact Kim Pietro, Assistant Dean for Advancement, at 315-443-6139, or [kpietro@syr.edu](mailto:kpietro@syr.edu).



Use the enclosed envelope to let us know about your professional and personal accomplishments so that we can include them on our website, or in a future issue of *Connections*. Also, please keep us informed of any address or employment changes.

- Visit [ischool.syr.edu/alumniupdate](http://ischool.syr.edu/alumniupdate) to change or submit information.
- Visit [ischool.syr.edu/alumni](http://ischool.syr.edu/alumni) to participate in the online alumni community and make a gift to the school.
- Information can also be submitted via e-mail to [istalum@syr.edu](mailto:istalum@syr.edu).

**Barbara Settel** • Executive Director of Alumni Relations  
School of Information Studies • Syracuse University  
343L Hinds Hall, Syracuse, NY 13244 • 315-443-5604

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## BS

**Wiley Cerilli '97**, and his company partners at First Round Capital were named to Business Insider's *Silicon Alley 100 List* – noting top inspiring and influential people in the New York City tech scene. One of Uber's early investors, this year the company invested in a number of high-profile startups, including Massdrop, ModCloth, BloomThat, and Vinli.

**Jeff Sauro '98**, is founding principal at MeasuringU in Denver CO, a quantitative research firm. Jeff is a Six-Sigma trained statistical analyst and pioneer in quantifying the user experience. He specializes in making statistical concepts understandable and actionable. He is the author of five books, including *Quantifying the User Experience* and his most recent book, *Customer Analytics for Dummies*. Jeff has previously worked for



*Jeff Sauro teaches a class on statistics in Norway*

Oracle, PeopleSoft, Intuit and General Electric and is currently an adjunct professor at the University of Denver, where he is also completing his Ph.D. in research methods & statistics.

**Julie Deutsch '13**, previously business technology analyst, was promoted to consultant at Deloitte. She has worked with seven different client teams throughout several industries, including financial services, higher education, and public sector. Julie is part of the Salesforce practice within Deloitte Digital and is a certified Force.com Developer. She helps her clients understand their needs and determine how Salesforce Service and/or Sales Cloud can be used to solve their business problems.

Outside of client work Julie is active in Syracuse University recruiting, BTAAC (BTA Advisory Council), and the Dreamforce planning committee. Her recruiting work brings her to campus for career fairs, information sessions, and classroom visits. Julie is an enthusiastic alum and ambassador for the iSchool. She loves speaking to prospective candidates about how her education helped her get to where she is today and recruiting them to join Deloitte.



*Julie Deutsch '13, and classmate Lauren Peters '13, returned to campus in September to recruit at the iSchool's Fall Career Fair.*

**Kyle Cote '14**, working for GE in Schenectady, NY shared this picture of himself along with four other Syracuse classmates while in Budapest, Hungary for a two-week GE training course this summer. "We all work for different GE businesses (Corporate, Transportation, Capital, GE Japan)," says Cote, "but keep reminiscing about Syracuse and how we can stay involved." Pictured from left to right are Yujin Hirose '13, Marcus Williams '14, Korey Tillman '14 (Engineering and Computer Science), Ademar Perez '13 (Whitman School of Management), and Kyle Cote '14.



## CAS—Information Systems and Telecommunications Management

**Thomas Jones '13**, information security specialist at University of North Carolina, Chapel Hill, is currently on scholarship to complete a masters in Law at Wake Forest University School of Law.

## MS—Information Management

**Nadira Al Araj '89**, previously at Bethlehem University, is now dedicating herself to Internet governance and working throughout the region in particular on online capacity building through the IGMENA.org program. She is a member of the Arab IGF MAG and serves as Vice Chairman of the Internet Society, Palestine Chapter.

**Paul Buckman '99**, Director of Communications for the U.S. Department of Health and Human Services' Food and Drug Administration, spearheaded the launch of the FDA's first mobile app to help users look up drug shortages. The app identifies current drug shortages, resolved shortages and discontinuations of drug products.

**Terry Stone '00** was hired as the Director of the Retired and Senior Volunteer Program at the United Way of Central West Virginia. He is also serving as pastor at Coal Fork United





for HUNT Real Estate in CNY utilizing his information management skills in web-based marketing that generates several hundred thousand dollars in annual sales.

**Kate Mueller '13** is a senior data scientist at DevResults in Washington DC. DevResults does data management as a service for international development agencies and organizations. Kate writes she is a more of a jack of all trades than the job title implies: she's designing their Train the Trainers program from scratch to help their client organizations' staff train their field users and volunteers in the software, and she helps assess and onboard new clients, import their existing data into the platform, train them on the software, and handle continuing support. She also serves as a product owner in their sprint development cycles.

Kate writes a blog ([blog.devresults.com](http://blog.devresults.com)) about the latest updates to their software and she creates new help documentation and videos. She travels all over the world to train clients, and she gets to talk to people about the importance of good data management and tidy data within the context of helping improve people's lives all over the world.

**Koby Brandstein '14; BS '13** is an integration specialist with Curaspan Health Group in Newton, MA. The company is focused on patient transitions, such as how patients move from hospitals to post-acute facilities like a rehabilitation center. In the one year he has worked there, Koby has seen a lot of growth and change. He primarily focuses on interfacing with hospital and healthcare systems so that they can process and exchange various forms of data. This involves building, customizing, and maintaining interfaces with clients. A hybrid of customer-facing and technical skills is required, which was exactly what Koby was looking for.

Recently Koby has been interested in exploring the development of new interface architectures. Some of his favorite projects have been the Meaningful Use 2 (MU2) integrations with various clients so that they can meet Meaningful Use 2 requirements. These MU2 implementations involve a transfer of "Summary of Care" documents, often via an exchange protocol that I have become the technical lead and subject matter expert on.



*Kate Mueller on a side trip to Petra while training clients in Amman, Jordan*

In the past year Koby was recognized as a "Curaspan Catalyst" for "making things happen." He earned this by demonstrating his ability to execute, effectively communicate across different functions, and grasp new concepts quickly.

**Anirban Chatterji '14** is employed at PricewaterhouseCoopers in their pharma life sciences advisory practice with a specialization in information management. Anirban's first assignment was a Fortune 500 pharmaceutical client, and he is working with this client to help them reduce their existing clinical trial time from 15 - 17 years to 10 - 12 years. PwC has recognized Anirban for going above and beyond in driving the IM Strategy pursuit forward.

**Branden Birmingham '15** is an instructional assistant at Syracuse University's Newhouse School, where he is pursuing a graduate degree in public relations.

Methodist Church in Charleston, WV and is working on completion of Certified Lay Servant through Southwestern College in Kansas.

**Steve Laureti '13** has joined the Verona, NY-based Turning Stone Casino and Resort's Human Resources team as an HRIS/ Compensation Analyst, working in depth with their HR System, staffing reports, and analyzing/recommending competitive and fair compensation for job candidates from all over the U.S. He is also using his skills as a pop-jazz pianist/singer to become one of the resident musicians at venues all over the resort. Steve is an active NYS Licensed Real Estate Agent



*Steve Laureti entertains guests at the Turning Stone Resort as a pop/jazz pianist and singer.*

## MS—Telecommunications and Network Management

**Mark Berman '07** is Chief Information Officer at Siena College in Loudonville NY. He is co-author of "Top 10 IT Issues, 2015" for Educause Review. He recently led the implementation of an ePortfolio system for the college using Digication – which has now completed a full year of integration with the First Year Seminar program. The college is now expanding its use into other programs and departments.



**Mark Berman**

**Rohan Kamat '11** is a professional services engineer at Fortinet in Aldie, VA. He holds many certifications, including CCNP, JNCIS (Level two Juniper Certs), Palo Alto Certs (highest level), Fortinet NSE5, Avaya (highest level certs) and is currently preparing for CISSP. He previously worked as a network analyst for MAC Source Communications and was awarded Sales master and Technical Master by Juniper Networks. When he is not working and earning certifications, he plays cricket for a winning team!

**Bhavik Patel '15** is employed as a network engineer at Meridian IT, Inc. in Syracuse, NY. Meridian has supported Bhavik to get certified as an Accredited Configuration Engineer (ACE) and continues to train him as an expert in this field. Bhavik credits his success to his iSchool education and especially the experience he gained in Dave Molta's research center, CCENT (Center for Convergence of Emerging Network Technologies).

## MS—Library and Information Science

**Larry Dawson '66** is a retired librarian and lives in Boise, ID where he is now active in politics and was elected Precinct Committeeman for Idaho District 12, precinct 55.

**Emily Drabinski '03**, coordinator of library instruction at Long Island University in Brooklyn, received the 2015 Ilene F. Rockman Instruction Publication of the Year Award for her article "Toward a *Kairos* of Library Instruction." The College and Research Libraries (ACRL) award honors an exceptional publication focused on library instruction. The article, published in the September 2014 issue of *The Journal of Academic Librarianship*, focuses on an alternative organizing heuristic for instruction in libraries.



**Emily Drabinski**

**Sue Kowalski '03**, library media specialist at Pine Grove Middle School in the East Syracuse-Minoa School District, was recently featured in *Women of Upstate New York Magazine's* September 2015 issue. Sue has been a powerful partner in her school and community. "The idea that a librarian waits for business to come to them is long gone, we need to be the person in our schools to take charge of making connections," Sue enthusiastically explains. "I don't think I have ever stopped transforming what I think a library can be." In one of her many innovative projects, Sue purchased an RV, named it Ms. Lindy, and stocked it with books kids can check out outside of school.



**Catherine Johnson**

**Catherine Johnson '06** is head of reference and instruction at the U.S. Naval Academy's Nimitz Library in Annapolis, MD. She co-authored an article, "Developing a social media strategy: Tweets, pins, and posts with a purpose" in *College and Research Library News*, July 2014. She was recently interviewed by Michael Pasqualoni about her work in Syracuse University Library's *Research & Scholarship*. Asked about whether an academic institution should host one consolidated social media account, or originate content from many separately held accounts, Catherine replied:

"Having a successful social media presence takes a lot of time, energy and very sustained effort. It requires a lot of investment and planning. Having policies that restrict creating too many new accounts within an organization can prevent over-representation on a single platform. On the other hand, a policy well written can allow those who are



**Sue Kowalski and her RV-turned-bookmobile Ms. Lindy**

*Sandra Reid G'98*

# Pioneering at the Intersection of Law and Technology

**JEFF STANTON**

**S**andra Reid G'98 serves as Senior Legal Director at the multinational technology and media company Yahoo, Inc. In my recent chat with Sandra, she really opened my eyes to the power of joining together expertise in the law with a strong generalist background in technology.

Sandra is a graduate of our Master's in Information Management (IM) program, and she pursued the IM degree while simultaneously getting her Juris Doctor from Syracuse University's College of Law. In fact, it was a law professor, the late Ted Hagelin, who originally introduced Sandra to the iSchool while she was taking classes in his Technology Transfer law program. Sandra emphasized to me how helpful her conversations with Professor Hagelin were in helping to sharpen her understanding of the ways that technology and the law interact and shape one other.

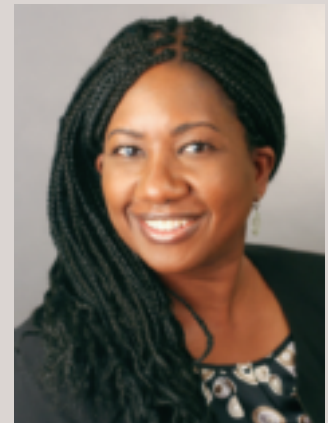
While technology law has appeared as a recognized area in books and journals since the 1960s, the exponential growth in this area really began at the dawn of the Internet age, right as Sandra was starting her Syracuse degree programs. Before Google or YouTube even existed, Sandra recognized that both search services and user-generated content would carry immense legal risks as well as amazing business opportunities for the companies that implemented them. Coincidentally, Jerry Yang and David Filo, the founders of Yahoo, had started their first Internet service right around the time Sandra arrived in Central New York. By the time she graduated, she had the notion that Yahoo might be the perfect fit for a lawyer with deep interests in intellectual property law and technology.

After warming up her career at an intellectual property law firm, a healthcare company, and a mortgage corporation, Sandra began her stint at Yahoo in 2007 as Legal Director. Over nearly nine years at the

company, her division has grown to close to 200 employees who provide risk analysis, legal services, and intellectual property advice—almost like a mid-sized law firm embedded within the complex environment of a multinational corporation. In her current role as Senior Legal Director, Sandra supports mobile product development working directly with business teams, engineers and product managers. Her job is to anticipate the global legal risks associated with the launches of Yahoo's new products and features. Her ability to foresee these risks requires a clear understanding of a range of technology decisions from the structure of a back-end product platform to the look and feel of the user interface on a mobile app.

You might not expect that a technology lawyer would have any say about the look and feel of a mobile user interface. Yet the likelihood of a company facing regulatory scrutiny in the U.S. or another country can hinge on whether a user clearly understands that activity is being tracked or information is being collected during use of an app. On top of that, consider the dizzying range of legal environments where Yahoo operates its services. As every iSchool student should know, the telecommunications regulatory structures in any given country profoundly affect how information services are deployed and which services are available to users at what price. Working with country-based legal experts, Sandra has to predict how regulatory agencies across the globe will react to new products and feature innovations that Yahoo plans to introduce. Once she has assessed the probable risks, she then works with the engineers, product managers and business teams to figure out ways of mitigating the risks.

Sandra accentuated how much she loves her work at the intersection of technology and the law, and she's passionate about



encouraging more women to pursue careers in the field. That's why Sandra has chosen to support the It Girls Overnight Retreat initiative that the staff members of the iSchool have run every fall for the past five years. If you haven't heard of It Girls, the program brings together high school students from across the region to participate in a weekend event that is billed as "Hackathon Meets Slumber Party." The It Girls program has helped hundreds of girls refine their interests in technology, clarify their career options, and plan for the college admissions process. Sandra has appeared at It Girls events, and has provided financial support for the program as well as mentors current students and alumnae who have attended the iSchool for their bachelor's and master's degree.

As we closed our conversation, Sandra outlined her advice to other iSchool alumni who want to stay connected or reconnect with the iSchool: "Find some aspect of the iSchool student experience that inspires you and then make an effort to get involved." Thanks for that, Sandra, and thanks for your many contributions as a connected alumna. There's only one word suitable for describing your wonderful career experiences: Yahoo!

passionate about social media to maintain their own individual social media presence and share it with the university community and, in particular, with specific students and faculty in specific programs. For any organization, including in the academy, I think it's important to have a clear and "official" social media presence."

To read more of the interview, go to [ischool.syr.edu/tweeting](http://ischool.syr.edu/tweeting).

**Nancy Ward Remling '08** started a business, Remling Genealogy, doing genealogical research and writing throughout Central New York.

**Meg Backus '09**, IT manager for the Anchorage Public Library, is the recipient of a Knight Foundation Prototype Fund grant for her citizen participatory platform, Collective Development. The Collective Development and Code for Anchorage project aims to open library programming to patrons by creating a participatory platform that allows citizens to propose projects, workshops, and events they would like the library to facilitate. A specially-created open-source portal, hosted on GitHub allows others in the community to indicate their interest level in the suggested projects. The library tracks patron interest, so that when a critical mass forms around any given proposal, the library will facilitate it. Meg notes that "We want the library to function as a democratic platform to allow the public to self-organize and program the library." Her grant of \$35,000 is one of 22 awards made by the Knight Foundation's Prototype Fund this year.

**Vanessa St. Oegger-Menn '14** is the Assistant Archivist for the Pan Am Flight 103/Lockerbie Air Disaster Archives at Syracuse University.

### Ph.D.—Information Transfer

**Dr. Silvia Barcellos Southwick, PhD '01, MSLIS '09**, who now is the digital collections metadata librarian at Lied Library at the University of Nevada Las Vegas, was honored with the library's annual Outstanding Library Faculty Scholarship award. The annual, competitive-based honors cited her for producing 10 scholarly works in a year's time in conjunction with her scholarship in the field of linked data.

# Alumni Return as

**The iSchool held** its largest Fall Career Fair ever in September, moving into the Carrier Dome for the first time. Nearly 600 students visited over 40 employers, seeking both full-time and internship opportunities. Many of the recruiters interviewing students were our own iSchool alumni. We welcome alumni participation in all of our recruiting events. For more information on how you and your company can recruit at Syracuse, contact the iSchool's director of employer relations, Sarah Weber, at [sfweber@syr.edu](mailto:sfweber@syr.edu).

**Take a look** at who came back to campus to find talent for their companies:



**Brianna Peach '15** is interviewed by a student as part of a video series targeted at iSchool sophomores beginning their job searches. Peach was at the career fair recruiting for EY where she is a Technical Advisor.

# Recruiters



**Lauren Peters '13** is a Business Technology Analyst at Deloitte.



**DJ Holland '13 G'14** works at PricewaterhouseCoopers as a Risk Assurance Associate.



**Sohan Fernandes G'11** (center), a Senior Associate at PricewaterhouseCoopers, meets iSchool graduate student Amanda Quick, as Barbara Settel, executive director of alumni relations looks on.



**Will Kievit '09** works as an IT Project Manager for Synchrony Financial.

# Joining the iSchool Family



**KIMBERLY A. PIETRO** ASSISTANT DEAN FOR ADVANCEMENT

**W**hen I received the opportunity to serve as Assistant Dean for Advancement at the iSchool, it was an easy decision for me. I quickly recognized that the iSchool is helping to drive important changes throughout Syracuse University. As Chancellor Syverud works with the campus community to implement our new Academic Strategic Plan, he often refers to the iSchool as the model for creating One University – the idea that the whole university can move forward with the same sense of unity and purpose as the iSchool. In my advancement role here at the school, it has been a privilege to follow in the footsteps of my predecessor, colleague and friend Scott Barrett, who did a wonderful job working with our alumni. I look forward to maintaining our strong traditions of creating meaningful engagement with students and alumni, as well as building our philanthropic pipeline for future generations of iSchool students.

My personal interest and support of the iSchool’s mission and academic programs arise from my longtime involvement in the world of athletics. When I first came to Syracuse University some years ago for graduate school and as an assistant softball coach, my passion was combining sport biomechanics with player training data to predict future player performance. Since then, data analytics in athletics has caught up and is now the biggest trend in many sports. These days, I’m an Ironman triathlete, so I have to track data like power-to-weight ratios, average power, normalized power and the variability index, watts/kg, and

heart rate in order to make appropriate decisions during training and races. I’m planning to sit in on some iSchool data science classes to better understand this area and to learn from the deep expertise of our faculty as they prepare our students for life and meaningful careers after graduation.

Whether it is in athletics or in business, the sheer volume of information that organizations have on hand is huge—and growing at a mind-boggling pace. Every industry across the globe has a need to collect and analyze data to deliver better information for effective decision-making. The iSchool at Syracuse has earned the support and admiration of generations of alumni and has already achieved national prominence. Our history is distinguished, our potential is strong, and our future has never been more promising. Opportunities for growth and change expand daily, but that high rate of change also presents unpredictable challenges. To enhance our prominence, we will continue to reach out to our alumni and friends to raise the resources required for excellence. We thank you for continuing to join us year after year in making a difference in the lives of our current and future students.

For those I have already had the pleasure of meeting, thank you for your warm welcome to the iSchool! I look forward to meeting many more members of our community, working with you, and serving you as a lifelong member of the iSchool family. ■



## iSCHOOL ROAD TRIPS

**T**his fall’s visit to New York City marked the 9th iSchool Road Trip. These trips have exposed over 300 students to technology in industries such as media and entertainment, consulting and finance, politics and policy, and retail sales. Students learn from alumni hosts, and have an opportunity to network and discover job opportunities from an inside angle. More about the iSchool’s Road Trips online: [ischool.syr.edu/roadtrips](http://ischool.syr.edu/roadtrips)

**Students visited Fidelity in New York City on the iSchool’s Fall Road Trip.**

# Your Gift Today Will Impact Our Tomorrow

**SYRACUSE UNIVERSITY**  
School of Information Studies



You plan your day.

You plan your vacation.

Now plan to change a life.



**Estelle Wilhelm '38 G'39**

Wilhelm's estate gift to the school has funded a technology endowment, the Expect More Library Scholarship program, and an endowed professorship for junior faculty members. Her generous support will touch all members of the iSchool community.

Individuals like Estelle Wilhelm, who spent her life helping others as a professional librarian, have made important contributions to society. But perhaps her most important lasting contribution is her incredible care for students.

All alumni, parents, friends, and visitors to the campus have seen the legacy of those that have come before them. They are educators and philosophers, researchers and scholars, whose education and work brings them around the world—leading businesses and helping people. When you make a gift to the Pathfinder Society, you are making an investment in the students, faculty, and facilities that help make the iSchool one of the premier information schools in the world. You are enhancing the value of your own degree as the strength of the School's reputation continues to grow, and you are helping to provide rigorous education to the leaders of tomorrow. It is perhaps, the most powerful gift you'll ever make.

### **Anyone can plan an iSchool legacy.**

What's in your heart? What wishes do you want to declare? Leave a lasting legacy and minimize estate taxes. Most important, your gift is one of the simplest ways to remember what you are about—and to let your actions speak for your heart. Whether your gift is a percentage, remainder, or specific amount—it can truly make all the difference in someone's life.

**PATHFINDER**  
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# connections

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School of Information Studies  
Syracuse University  
343 Hinds Hall  
Syracuse NY 13244

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JBB PHOTOGRAPHY

**S**tudents, faculty, and staff donned Syracuse Orange to show their spirit and participated in College Colors Day in September.