

HEUG 2012 ANNUAL REPORT



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Letter from the President

Over 15 years ago, a simple idea was born of necessity. A handful of smart people from a few universities got together in a conference room and had a realization. If they worked together and shared common issues and solutions around their university's administrative systems, their jobs would be easier. Further, if they approached their administrative systems software vendor (then PeopleSoft) as a group, they would have more of an impact on influencing the product's direction. A simple idea and a powerful one. The Higher Education User Group was born.

The small group with a simple idea has now become a vibrant and growing global community. Representing members from 36 countries and offering educational conferences on five continents, the HEUG has brought that simple idea directly to its members -- and has heard their voices. Over the past year, HEUG has supported six regional events in North America, one in London (the inaugural EMEA HEUG), one in Hong Kong (the inaugural Asia HEUG), its annual Alliance Down Under in Australia, one in South Africa, and of course its premier conference, Alliance. These events provide extraordinary educational opportunities for our members, outreach opportunities for our vendor partners, and a forum through which our members can speak directly to and hear directly from Oracle.

In addition to our expanded event portfolio, the HEUG has endeavored this year to expand its advocacy mission. We have kicked off a 'HEUG Upgrade' project to ensure that our advisory group structure is meeting the needs of our membership; we have empaneled our first Executive Advisory Group to meet at Alliance 2013; and we have made strides to improve HEUG.Online to meet the needs of our advisory groups and the community they represent.

We have been able to successfully manage this level of activity while ensuring the long-term financial health of the organization. This health is a result of the unending support of our sponsors, the membership fees paid by our member institutions, and the hard work of our hundreds of volunteers. To everyone who makes this possible, we say, sincerely, thank you.

As I serve out the last days of my second term as President of the HEUG, I find myself looking forward with excitement and backward with appreciation. Our next President, Steve Hahn from the University of Wisconsin-Madison will take the HEUG to new places and toward new goals. I have worked with Steve for the past few years and am thrilled that he will be our next President. I look back over my few years with the HEUG and appreciate all of the hard work and support of all of the people I've been so fortunate to meet. To the degree that we have been successful over the past two years, they have made us successful. You have made us successful. As I look way back, to a handful of smart people from a few universities, discussing common challenges and solutions, I see something so familiar. I see something that we have repeated all around the world. A simple idea and a powerful one. The Higher Education User Group marches on.

Thank you all.

Ted Simpson, President



Letter from the Executive Director

HEUG Members and Friends,

2012 proved to be a full and active year for the HEUG. As the organization continues to evolve, we search out more and more ways to provide education and advocacy for our members. This year we brought the HEUG to members around the world!

Our regional conferences in the United States continue to grow, both in attendance and the number of events. This year, the South Central HEUG Regional User Group (SCHRUG) held their first event in Dallas, Texas. The SCHRUG and five other regional events offer strong programs for HEUG members who aren't always able to attend the annual Alliance Conference. We expect continued growth and to add more events in 2013.

Globally, the HEUG increased offerings as well. Once again, the Alliance Down Under conference offered opportunities to learn and network for HEUG members in Australia, New Zealand and other Asia Pacific countries. HEUG EMEA held its first official event in London. The previously established communities in the region (Dutch Education User Group, South Africa Mini HEUG, and the Senior User Group (SnUG in the UK)) all pitched in to present an excellent program for nearly 200 attendees. Finally, universities in Singapore and Hong Kong worked together to organize the HEUG Asia event. Originally planning for about 100 attendees, the program ended up attracting over 250 attendees from the region.

While each of these events allowed for opportunities to educate and network, each also provided the opportunity to communicate with emerging communities who seek support and advocacy as they embark upon the implementation of Oracle applications. The HEUG traveled to Brazil and Colombia to offer guidance to the Latin America Community as it begins to organize. While in London, HEUG board members began working with member institutions from the Middle East as they begin the early stages of organizing their community. And the HEUG reached out to members in India and Pakistan while in Hong Kong to offer input into community development.

Celebrating its 10th anniversary, HEUG.Online continues to bring information to HEUG members daily. Blogs, webinars, and the forums are busy every day sharing information and ideas!

Yes, it has been a very busy year bringing the HEUG to new and current members. 2013 should prove to be another important year developing communities in the United States and around the world!

Regards,
Lew Conner

Executive Director
Higher Education User Group



Section I

2012 In Review

Executive Summary

The Higher Education User Group (HEUG) is the largest independent, self-organized, industry-specific Oracle User Group in the world. HEUG represents almost 27,000 users from over 800 organizations in 36 countries. The Group includes a wide range of institutions, from community colleges and small liberal arts colleges to huge research universities and entire university systems. It includes public and private institutions and (as Associate Members) for-profit institutions.

HEUG's objectives are to provide:

- A mechanism for sharing information and experience among Higher Education customers on the selection, implementation and cost-effective use of Oracle application software
- A means by which HEUG members can speak with a common voice to Oracle on matters of common interests, thereby improving membership communication and influence regarding product expectations and recommendations for improvement on the array of Oracle products used in Higher Education
- Opportunities for communication between HEUG and Oracle management, developers and business partners, in order to keep HEUG's membership informed about product developments, planned directions, and other areas of concern

HEUG member institutions use a variety of Oracle applications, including but not limited to, PeopleSoft Enterprise, E-Business Suite, and Oracle middleware. HEUG has a long history of demonstrated success supporting current and new Oracle customers in the following areas:

- Collating and distilling user feedback and needs in order to provide Oracle with priorities and requirements for future product development
- Assisting in product maturation and providing a support mechanism for both current and new customers
- Delivering annual conferences on both local and national levels that collectively draw thousands of participants
- Providing a supportive community where members can share information and achieve greater satisfaction with Oracle products
- Communicating and collaborating with Oracle to determine a product strategy that satisfies the needs of both the HEUG membership and the Oracle Corporation
- Sharing information among members that helps achieve institutional goals while enhancing satisfaction with Oracle products
- Supporting members with a unique and sophisticated range of services (HEUG.Online, Educational Webinars, Conferences) that address existing products and practices as well as leverage those products and practices for future planning and effectiveness

HEUG maintains strategic partnerships with other members of Oracle's user community including the Public Sector User Group (PSUG) and Federal Users Network (FUN), thereby extending HEUG's influence into other industries. HEUG is one of six members of the International Oracle User Community (IOUC). HEUG also has members on the IOUC Product Development Committee who provide expertise on both E-Business Suite and PeopleSoft Enterprise applications. To expand its influence beyond North America, HEUG regularly sends representatives to affiliated user group events around the world.

Executive Summary

HEUG members participate in PeopleSoft Customer Advisory Boards (CAB) and Oracle customer testing initiatives. We also have numerous internal advisory groups working within PeopleSoft and E-Business Suite, functional and technical as well as traditional and emerging product areas.

HEUG's business model (an annual institutional membership fee based on student FTE), provides the organization with financial stability ensuring continued service to its membership for years to come.

HEUG's Vendor Council promotes mutually beneficial relationships between HEUG and its largest sponsoring vendors by:

- Promoting and facilitating dialogue between HEUG and the vendors
- Providing a forum for discussion on topics that enhance member/Vendor benefits and Vendor participation through complimentary HEUG programs

HEUG continues to provide strategic feedback and industry priorities on Oracle applications and middleware, supporting our members as Oracle Higher Education products mature, and to offer a single point of contact for the Higher Education and Public Sector industries. Having established a long history of value-added services to both our members and to Oracle, HEUG can provide strategic feedback as Fusion applications and middleware are developed, and support customers on the road to Fusion.

Throughout 2012, HEUG continued to make the information we provide more accessible to users and members around the world. Throughout this report, you will see the efforts made to bring the HEUG to you.

Our Organization: Year in Review

A GLOBAL COMMUNITY OF PRACTICE

The HEUG and the industry it serves are well-known for their willingness to actively participate in collaborative communities. Whether through formal working agreements, less formal cooperative relationships, or even casual conversations, the time honored and fundamental activities of learning and teaching are the cornerstone of our industry. As the HEUG membership continues to grow around the globe, we return again and again to these activities to support an energetic global community of practice.

Over the past few years, HEUG membership has expanded to include regional communities on six continents. While the majority of our member institutions are in North America, we have supported long-standing communities in both Europe and Australia, and hold annual conferences in these regions. While our international regions continue to grow as multi-country regions we are finding an increasing number of communities developing at the local country level. Communities in Brazil, Colombia and Peru will be joining to form our South America region. A previously established Singapore group now welcomes communities organizing in the Philippines, India, Hong Kong, Pakistan and China into our Asia region. The HEUG recognizes the need to support these communities, many facing similar challenges as institutions in the United States, as well as some additional issues posed by differences in educational systems, functional requirements, culture, language, and time zones.

COMMUNITY GROWTH

As these new communities flourish and the HEUG looks for the best way to support them, we remain focused on serving the global community as a whole. What can universities in North America and Europe learn from the experiences of universities in Asia and Latin America? How can we ensure that our international members have the ability to attend our premier Alliance conference? How can we integrate and streamline our advocacy efforts to support our entire community and continue to speak to Oracle with one coherent voice? These are among the challenges that face the HEUG over the next few years. While we may not have all of the answers, we know we will meet these challenges with the same creative and sustainable solutions that have made us the organization we are today.

We have seen these creative solutions in many of the global events we have participated in over the past year. Our Alliance Down Under conference continues to serve the needs of our community in Australia and New Zealand. In October 2012, our first official EMEA (Europe, Middle East, and Africa) Community Conference was held London, England. And in North America, the South Central HEUG Regional User Group was added to our slate of regional conferences that include the Higher Education User Group - Upper Midwest (HEUGUM), Northeast Regional HEUG Conference, and the Southeast Atlantic Regional Higher Education User Group, Mid- Atlantic, and the Chicago Area Regional HEUG (CARHEUG). No matter the event, the theme remains the same: creating educational experiences for our global community of practice and engaging in advocacy efforts on their behalf. As we ended our year at our annual Board of Directors meeting at Oracle Headquarters, we could honestly say that we had circled the globe to meet our members and we speak with one voice for all of them. Several Board members were invited to attend an Executive Forum in Singapore which included attendees from member institutions throughout Asia.

THE FUTURE

Looking toward the future, we continue to anticipate changes in Higher Education. We communicate our vision extensively with Oracle as a means of sustaining viable applications. Universities more and more are considering how to provide a global offering to a larger cohort of students. Universities in North America and Europe must seek ways to manage their expanding enterprises more efficiently with fewer resources. Technology companies continue to innovate and provide new software and services, hopefully capable of keeping pace with the rapid changes in the higher education and research industry. As the global industry and the applications and technology it uses continue to expand and evolve, HEUG will continue to work with its member to expand to meet their needs. Growing globally and educating locally continues to be a focus for HEUG!

New Committees & Working Groups

The HEUG began several new groups and initiatives in 2012. These groups were formed out of a need to effectively communicate with members and constituencies as well as bring more recognition and engagement to HEUG members.

Volunteer Committee

In 2012, the HEUG recognized the need to communicate volunteer opportunities with the greater HEUG membership through the creation of the HEUG Volunteer Committee. Joe Moreau (Foothill-DeAnza Community College District) chaired the committee while the following HEUG members assisted with the responsibilities, goals, and missions of that group: Sara Brennan (DePaul University), Stan Jakubik (University of Maryland System), Paula Russell (Binghamton University), Criss Laidlaw (Williams College), Heather Soesbe (University of Northern Iowa), Sydney Campbell (HEUG), and Margaret Howe (HEUG).

Some of the responsibilities of the Volunteer Committee include:

- Overseeing the HEUG Hall of Fame induction
- Recognizing “retiring” PAG/TAG members
- Developing recruiting materials for distribution at the regional conferences
- Suggesting changes to HEUG.Online in support of volunteer recruiting
- Participating in regional conferences to promote volunteerism
- Providing recruitment efforts for various HEUG positions
- Describing reasons for being active in the HEUG

New Committees & Working Groups

Young Professionals Group (YPG)

After Alliance 2012, dialogue began on how the HEUG was beginning to be viewed by younger professionals as the “good ol’ boys club”. Although not quite true, this created a need to develop a group specific to the young professionals of the HEUG. Lew Connor, along with three young professionals, Sara Brennan (DePaul University), Renato Cayuela (University of Texas at Arlington), and Heather Soesbe (University of Northern Iowa), spearheaded the creation of this group.

The purpose of the YPG is to better connect, empower, and prepare young professionals for leadership in the HEUG and at their own institutions. To support this objective, YPG’s goal is to support members and assist them in developing confidence and comfort participating in the greater HEUG community as well as encourage them to accept roles that will help the organization and their own institutions to move forward. YPG action items to accomplish this are:

- Create a community presence on the HEUG website
- Provide communications relevant to the group’s concerns
- Participate with the HEUG Board of Directors on strategic matters
- Expose members to the broader industry climate
- Host a YPG networking event at Alliance

New Committees & Working Groups

Product Enhancement Tracker Working Group (PET)

The HEUG Board created the Product Enhancement Tracker Working Group with the purpose to simplify the process for tracking, prioritizing, and resolving enhancements, which in turn will enable greater use of the tools by the community. There have been several changes to the website this working group has implemented, the most notable is updating the name of the tool from Issue Tracker to Product Enhancement Tracker; to more accurately reflect the purpose of the tool. The PET working group has made other changes and updates that will facilitate a common language, terminology, and procedures for managing, communicating, and prioritizing enhancements.

Other notable changes are on the submission process. You'll see some better organization and expanded options to best describe your enhancements and make voting and prioritizing simpler. In addition, a community communication will be forthcoming to explain more about the changes and what the new name will mean to you.

HEUG PAG/TAG Upgrade Working Group

The PAG/TAG Upgrade Working Group was established at the July meeting of the HEUG Board of Directors. Its members represent a wide diversity of institution.

Name	Institution	Location	Representing
Jane Baratta	Western University	London, Ontario	Canada
Carla Boyd	U of Minnesota-Duluth	Duluth, MN	Campus Solutions pillar
Criss Laidlaw	Williams College	Williamstown, MA	Global PAG working group
Todd Langille	Dartmouth College	Hannover, NH	eBusiness Suite
Cathy Lloyd	U of California-Berkeley	Berkeley, CA	Financials pillar
Thomas Mayhew	Harvard University	Cambridge, MA	HCM pillar
Olivia Roberts	Queens University	Belfast, Ireland	EMEA
Heather Soesbe	U of Northern Iowa	Cedar Falls, IA	Young Professionals Group
Teri Thorsen	North Dakota University System	Fargo, ND	VP Product
Tina Thorstenson	Arizona State University	Tempe, AZ	VP Technology
Nancy Umprehes	U of Arkansas	Fayetteville, AR	At-large
Jerry Waldron	The College of New Jersey	Ewing, NJ	Executive engagement
Greg Wendt	Texas Christian University	Fort Worth, TX	Technical Advisory Group

The charge to the group was: How should the HEUG structure be designed to meet the needs of the HEUG membership in representing the global higher education community to Oracle today and into the future?

Through 2012, discussions centered on a number of variables including:

- Maturity of product lines
- Cross-product issues/integrations
- Services
- Multiple application pillars
- Global expansion
- Needs for volunteers
- Meeting structure
- Flexibility/agility
- Executive engagement

HEUG PAG/TAG Upgrade Working Group

The group worked very diligently throughout the year and produced the following results:

- Volunteers were solicited/group finalized in August
- Performed initial information gathering September-November
- Reported progress/remaining steps at December HEUG Board meeting.
- Sought input from Oracle in January
- Began recommendation discussions January
- Identified additional information needed in February

For 2013, the group expects to be working on the following items:

- Discuss draft report at 2013 HEUG Summit; solicit feedback
- Finalize proposal for vote at May 2013 HEUG Board meeting
- Begin transition plan June-July, 2013
- Put plan in place by August 2013 for 2014-15 election cycle

Executive Advisory Group (EAG)

The Executive Advisory Group (EAG) was conceptualized by the HEUG Board in February 2012. The board recognized a need to engage senior executives from HEUG member campuses and seek their strategic viewpoint for discussion with Oracle Strategists on the technology needs of higher education in the future. Within a context of a higher education environment where technology is rapidly changing, colleges are being asked to increase graduation rates, reduce the “time to degree”, educate more students, increase the number of science, technology, engineering, and mathematics (STEM) graduates, offer more online degree programs, engage students more with new teaching technologies, develop stronger outreach relationships with K-12 schools and businesses, provide more basic research, and reduce costs and student indebtedness. This is a tall order and higher education institutions will be increasingly reliant on technology to reach these goals.

During the summer of 2012 numerous conference calls were held with HEUG board members, members of the EAG steering committee, and Oracle executives. As the EAG model was refined, it became apparent that the “college of the future” conversationalists needed to expand beyond North American CIO’s to also include leaders from across the campus as well as HEUG’s global partners. The first face to face meeting of the EAG will be held at the March 2013 Alliance in Indianapolis and will include 25 higher education leaders including CIOs, student affairs professionals, CFO’s, and one Provost from eight different countries. Following Alliance, EAG expects to meet four times a year. We thank Nicole Engelbert of Ovum and Lynn Gere of Gartner for assisting with the dialogue.

Section II

Leadership

HEUG Board of Directors

The HEUG is governed by a Board of Directors. The Board consists of fifteen Directors elected by the HEUG membership, one to five Directors appointed by the HEUG President with the approval of the Board, and the Past President. Elected Directors serve for a term of three years and may serve no more than two consecutive terms. Appointed Directors serve for a term on one year and may be reappointed. The Alliance Conference Chair and Program Chair are usually among the appointed Directors, if not currently serving as elected Directors.

The President of the HEUG is elected by the Board of Directors for a one-year term, and may serve at most two terms as President. The remaining Officers of the Board are nominated by the President and approved by the Board, and consist of the following:

- Vice President for Communications
- Vice President for External Relations
- Vice President for Products
- Vice President for Technology
- Vice President of Finance
- Secretary

The President also designated one of the five Vice Presidents to serve as the Executive Vice President, who will complete the President's term if the President is unable to and will preside over meetings in the President's absence.

The Board is responsible for overseeing and approving nominations of members to the various Product Advisory Groups (PAGs) and the Technical Advisory Group (TAG). Those groups are responsible for working with the HEUG membership and Oracle on issues relevant to the appropriate areas within specific products or the technological infrastructure. Those groups do much of the detailed work of the HEUG and are instrumental to the HEUG's effectiveness. Each Advisory Group is assigned a Board member as a liaison.

The Board also establishes a number of committees and working groups to assist in the governance and administration of the HEUG, and to address specific issues that do not fall within the purview of a particular PAG or TAG. These committees usually include a mixture of Board members and others.

As Oracle continues to expand its product line via acquisitions and development, and as the community of Higher Education users of Oracle application software expands and evolves, the Board continues to review the scope of the HEUG and to purpose changes in structure and governance that reflect the changing nature of the products and the organization.

2012 HEUG Board Members

NAME	HEUG	TERM
Ted Simpson Maryland Institute College of Art	President, elected 2010	2008-2013
Steven Hahn University of Wisconsin – Madison	Executive VP External	2010-2013
Teri Thorsen North Dakota University System	VP Products	2011-2014
Deborah Mero University of Michigan	VP Finance/Treasurer	2008-2014
Christopher Pondish City University of New York	VP Communications & Membership	2010-2013
Tina Thorstenson Arizona State University	VP Technology	2009-2015
Stan Jakubik University System of Maryland	Past President	2004-2012
Don Barker University of Calgary	Alliance Conference Program Chair	2009-2012
David Baugh University of Louisville	Alliance Conference Vendor Chair	Appointed 2011
Jane Broad Liverpool John Moores University	HEUG EMEA Rep	2011-2014
Todd Langille Dartmouth College	EBS Rep	2010-2013
John Martines Thomas Jefferson University	At Large Rep	2010-2013
Gail White University of Newcastle	HEUG ANZ Rep	2011-2013
Kathy Bader Duke University	Board Member	Appointed 2011
Cindy Bixler Embry-Riddle Aeronautical Univ	EBS Rep	2011-2014
Mark Walker University of Waterloo	Canadian Rep	2012-2015
Tommy Hor National University of Singapore	Board Member	Appointed 2011
Maureen Knight-Burrell Northwestern University	Board Member	Appointed 2011

2012 HEUG Board Members

Criss Laidlaw Williams College	Small College Rep	2011-2014
Ellen Raue Fox Valley Technical College	Alliance Conference Chair	2008-2012
Mario Berry Lone Star College System	At Large Rep	2012-2015
Kathy Frawley Frederick Community College	2 yr Rep	2012-2015
Jerry Waldron The College of New Jersey	CIO Rep	2012-2015
Lew Conner The Higher Education User Group	Executive Director	

Presidents & Chairs of the HEUG

Clyde Morrell, Brigham Young University: 1996 – 1998

Helen Mohrmann, Cornell University: 1998 – 1999

Dave Edmondson, Texas Christian University: 1999 – 2000, 2000 – 2001

John Gohsman, University of Michigan: 2001 – 2002

Paul Martin, University of Western Ontario: 2002 – 2003

Ola Faucher, University of Kansas: 2003 – 2004

Mike Ten Eyk, Texas Christian University: 2004 – 2005 (March – August)

Joe Moreau, Mira Costa College: 2005 – 2006 (August – March)

Tom Scott, University of Wisconsin, Madison: 2006 – 2008

Stan Jakubik, University System of Maryland: 2008 – 2010

Kari Branjord, University of Colorado: 2010 (March to December)

Ted Simpson, Maryland Institute College of Art (MICA): 2008 -2013

Section III

Coming Full Circle

Origin & Evolution of HEUG

Described in detail in the History section of the HEUG 2009 Annual Report, the organization we now know as HEUG traces its origins to the grass roots efforts of several dedicated individuals at the handful of higher education institutions that were the early adopters, beta partners, and charter institutions for PeopleSoft's applications in the late 1990s. The organization was originally known as HESIG (Higher Education Special Interest Group) and held three conferences under that name in Dallas, Texas from 1998 to 2000. The HEUG was legally incorporated as a 501(c) (3) organization in 2001, firmly establishing itself as the official, independent voice for PeopleSoft's higher education customers. One of the greatest values provided by this organization has been the opportunity to work collegially alongside other application users to share best practices in using and maintaining each institution's systems.

The scope of the HEUG has expanded considerably in the past ten years, both geographically and in terms of the range of software products it encompasses. One of the most significant events in the HEUG's brief history was the acquisition of PeopleSoft by Oracle Corporation in late 2004. The HEUG established the same type of strong, independent and productive relationship with Oracle as it had with PeopleSoft. Higher education institutions running Oracle's E-Business Suite (EBS) were welcomed into the HEUG community, and representatives from those institutions were added to the HEUG Board and Product Advisory Groups (PAGs). The geographical scope of the HEUG has grown both because of the inclusion of EBS institutions and because of the increasing adoption of PeopleSoft products, especially Campus Solutions, throughout the world.

The mission of the HEUG continues to be to educate and to advocate—that is, to promote and facilitate education of and communication among its members regarding the most effective and efficient use of the software, and to advocate with the vendor (first PeopleSoft, now Oracle) on behalf of its members, on issues such as new feature development, software quality, training, support, licensing, etc.

Each year the Alliance conference is the flagship educational event of the HEUG, and includes HEUG's allied user groups FUN (Federal Users Network) and PSUG (Public Sector Users Group).

The HEUG continued to grow and develop regional conferences in 2012. HEUG brought engagement, learning, and networking opportunities to members this year by providing six United States-based regional conference as well as conferences that were held in London, England, UK on behalf of HEUG EMEA. In addition, Hong Kong hosted a HEUG Asia conference and the 2012 Alliance Down Under conference was held in Gold Coast, Queensland, Australia. The smaller number of attendees at the regional conferences encourages networking among near-by peer institutions, provides the opportunity to learn to individuals who are unable to attend Alliance, and connects local organizations that may have similar goals.

HEUG Board members also attending meetings and conferences in Brazil, Columbia, the Netherlands and South Africa, further addressing expanding global membership and demands.

2012 saw the creation of several new committees. Both the Volunteer Committee and Young Professionals Group were created in 2012. These exciting new groups bring greater opportunities for members to be engaged in the shape and direction of the HEUG as well as helping HEUG stay connected to the needs of the membership. The Volunteer Committee has been successful in getting greater information about volunteer opportunities to HEUG members and has plans to be much more visible in the coming year. The Young Professionals Group hit the ground running in 2012 and quickly started discussion lists and conversations among the many young professionals in the HEUG community, and has even had conversations with the HEUG Board of Directors regarding what issues are important and relevant to the users they represent. This group too will only increase their reach and involvement in the coming year.

Origin & Evolution of HEUG

In terms of advocacy, the HEUG Board and the various PAGs enjoy a truly remarkable degree of access to key players on the Oracle management and product strategy teams. This close relationship allows candid discussions of issues, opportunities and challenges, and has allowed the HEUG to have a direct and tangible influence on the direction of many Oracle product lines. The Product Enhancement Tracker feature of the HEUG.Online, which underwent a makeover this year, allows all HEUG members to provide input on enhancements they would like to see in the products, and that input is taken seriously by both the PAGs and Oracle strategists. Oracle supports and participates in the Alliance conference, as well as the six regional conferences. Finally, the Board, the PAGs and the membership at large continued dialogue with Oracle on a number of important issues such as the CS/HCM split and integration options, support policies, PeopleTools requirements, reporting/BI strategy, Fusion applications and middleware, and various tactical issues throughout all products.

HEUG Prospective Member Program

The HEUG prospective member program allows those institutions who are seriously considering the purchase of Oracle application software but have not yet signed a contract the opportunity to experience the benefits of both HEUG.Online and the Alliance and regional conferences. Being able to participate firsthand in the types of educational and networking events the HEUG provides for its membership is a great way to showcase what we offer and the strength of the organization.

HEUG Strategic Plan

HEUG Strategic Plan

In the summer of 2010, the HEUG board worked closely with strategic planning professionals to create a four-year strategic plan for the HEUG. This plan, consisting of five main goals, drives the direction of the HEUG's growth and development. Below is an outline of the plan. The complete plan can be found at:

<http://www.heug.org/p/do/sd/sid=15329&fid=15571&req=direct>

Goal One: Strengthen the HEUG's effectiveness in its advocacy role

1. Ensure the HEUG understands the needs and strategies of its member institutions
 - a. Provide regular and routine ways to gather input directly from the membership as a whole
 - b. Ensure that the HEUG's advisory groups, work groups and other committees gather input from the relevant constituencies
 - c. Assess the needs of the industry as a whole on a regular basis
2. Strengthen the HEUG's influence and effectiveness in advocating to Oracle
 - a. Strengthen and expand relationships with Oracle strategists
 - b. Continue to ensure that Oracle addresses issues and concerns with the current software systems used in higher education
 - c. Influence the development of the next generation of software applications
 - d. Shape Oracle's overall vision and strategy for the higher education market
 - e. Ensure that all advocacy activities with Oracle reflect the needs of all HEUG members worldwide
3. Seek opportunities to expand the HEUG's advocacy role
 - a. Where appropriate and feasible, extend advocacy activities to other vendors within the HEUG ecosystem
 - b. Cooperate with other Oracle user groups to amplify the HEUG's influence with Oracle
 - c. Engage with other higher education industry groups in advocacy efforts that benefit higher education as a whole

HEUG Strategic Plan

Goal Two: Enhance the HEUG's support for communication, collaboration and education across the entire HEUG ecosystem.

1. Continue to enhance the HEUG's infrastructure.
 - a. Work with Socious to continue the development and promote the utilization of HEUG.Online and its integration with other social media
 - b. Explore the use of additional tools to support collaboration
 - c. Provide appropriate support for HEUG regional communities
2. Expand the offerings of high-quality conferences and other educational opportunities.
 - a. Ensure that the annual Alliance conference continues to offer exceptional value to attendees
 - b. Provide appropriate levels of support for international conferences and events that serve the HEUG community
 - c. Expand the HEUG's involvement with regional conferences in North America
 - d. Increase the breadth and depth of online educational offerings
3. Promote and increase support for sharing of resources across the HEUG community
 - a. Identify preferred mechanisms for sharing of custom-developed code among HEUG member institutions. Communicate and promote those mechanisms to the membership.
 - b. Promote and facilitate the sharing of personnel resources across HEUG member institutions
 - c. Highlight the development and publication of white papers, blogs, and best practice documents, RFPs, etc.
4. Improve the integration of vendor sponsors into HEUG community
 - a. Ensure that vendors have effective channels of communication with the HEUG Board
 - b. Help vendors optimize their communications to HEUG member institutions
 - c. Facilitate communication among vendors

HEUG Strategic Plan

Goal Three: Increase HEUG member engagement and satisfaction

1. Provide more and broader opportunities for member engagement in HEUG activities
 - a. Increase the utilization of committees, ad hoc work groups, focus groups, etc., to carry out the HEUG's mission
 - b. Ensure that the HEUG has effective mechanisms for matching volunteers to opportunities and recognizing their contributions
 - c. Utilize and improve HEUG's technological infrastructure to maximize the efficiency of volunteers' efforts
2. Maximize members' satisfaction and return on investment of membership fees
 - a. Obtain and use feedback from members on their satisfaction with the HEUG's efforts in advocacy, communication, collaboration and education
 - b. Improve current services offered to the HEUG membership and provide additional services as needed
 - c. Quantify and publicize the benefits of HEUG membership and the success of HEUG as the voice of higher education to Oracle
 - d. Seek increased public recognition from Oracle on the value of HEUG membership
3. Ensure that the HEUG leadership communicates effectively with the membership
 - a. Increase the transparency of Board activities
 - b. Ensure that all Advisory Groups engage in effective communication with their constituencies
 - c. Utilize additional committees and working groups as appropriate to communicate with the membership on specific issues

HEUG Strategic Plan

Goal Four: Address the expanding global demand for HEUG's services

1. Develop a framework that improves HEUG's ability to operate globally
 - a. Develop criteria for determining the appropriate level of resource commitment by the HEUG in supporting various international activities
 - b. Develop new ways to deliver programs that address needs of globalization and benefit from the advantages of having a global network
2. Expand global membership
 - a. Align global expansion efforts with the growth of Oracle application usage in higher education
 - b. Market HEUG to prospective members from these new markets and encourage them to participate fully in the HEUG community
3. Develop mechanisms to ensure that Oracle applications meet the needs of as broad a constituency as possible
 - a. Promote discussion of business needs across the worldwide higher education enterprise with emphasis on identifying commonalities
 - b. Emphasize to Oracle the need to build applications in a manner that accommodates international variations to the greatest extent possible

Goal Five: Ensure HEUG's continued organizational and financial health

1. Regularly review and adjust the HEUG's organizational structure to meet organizational needs
 - a. Review the size and composition of the HEUG Board, advisory groups, and committees
 - b. Ensure governing documents are kept up to date and accurate
 - c. Evaluate and adjust the role of contracted staff
2. Develop and maintain a flexible business plan
 - a. Regularly review the major revenue sources and expenditures of the HEUG and ensure that they are aligned properly and sustainably
 - b. Develop criteria to determine the financial commitment appropriate to support globalization and the expansion of regional programming and conferences

Section IV

Product and Technology Advisory Groups

Improving Higher Education through Technology Partnerships

The HEUG works with Oracle strategists on product-related issues that will benefit our members. We are organized into 16 Advisory Groups who meet regularly throughout the year. Each year, the kickoff event is the PAG/TAG Summit, held just prior to the Alliance Conference. Each advisory group is responsible for a particular product, module, or area of Oracle products and each acts as a unified voice for HEUG members to Oracle for that area. The Technical Advisory Group advises on the technical infrastructure and security aspects of the application and technology stack.

The Advisory Groups also have an education role—collecting and sharing information with Oracle and the user community through papers and blogs and by coordinating the session tracks at the Alliance conference for their subject area.

The current PAGs/TAG are:

- Academic Advising
- Admissions
- Budgeting
- Campus Community
- Contributor Relations
- Constituent Relationship Management (CRM)
- E-Business Suite (EBS)
- Financial Aid
- General Ledger
- Grants, Billing, and Contracts
- Human Resources
- Procure to Pay
- Reporting and Business Intelligence
- Student Financials
- Student Records
- Technical (TAG)

In addition to advisory groups, there are typically several workgroups in progress at any given time. Workgroups are ad hoc groups of users that are created to improve a particular process or area.

Four working groups of note this year were the Issue Tracker workgroup, the HEUG Upgrade workgroup, the KK Data Integrity workgroup and the Grants/HRMS workgroup.

Improving Higher Education through Technology Partnerships

Some highlights from 2012:

1. Offered timely feedback to Oracle on such topics as the CS/HCM split, the continuous release model, and enterprise application security
2. Continued to support a dedicated area focused on the CS/HCM split, focusing on business process impacts
3. Strengthened relationships with user groups around the globe in Asia, Australia, EMEA, Brazil, and South Africa
4. Continued regular communications through a variety of mechanisms including blog postings
5. Advocated for increased attention to pre-release testing, documentation of changes and identification of cross-module implications
6. Explored collaboration between the HRMS PAG and OHUG
7. Worked with Oracle on providing the Department of Education's new (voluntary) "Shopping Sheet" for prospective students and their parents
8. Provided guidance and recommendations to Oracle on the community source site

Most PAGs range from six to nine regular members, though a few are larger. Members serve for three-year terms and may serve at most two consecutive terms. Nominations are screened by the PAGs, with final approval by the HEUG Board. An attempt is made in the selection process to ensure diversity across various types of institutions across the globe: large and small; public and private; two-year, four-year and graduate. PAGs may also have Associate members who serve for one-year terms, and these Associate Members may include representatives from PSUG (Public Sector User Group) and/or FUN (Federal Users Network) as well as from for-profit educational institutions.

Duties of PAG members vary slightly among PAGs, but most PAGs include the following officers and roles:

- Chair
- Assistant Chair
- Conference Track Chair
- Secretary
- Product Enhancement Tracker Coordinator
- Communications Coordinator

Security Working Group

Beginning early in 2011 and continuing this past year, the HEUG is engaging in initiatives to advance the overall security concerning Oracle enterprise applications, products and services. Leveraging HEUG's strong relationship with Oracle's application and product teams, the VP Technology has taken a lead role in organizing a partnership between Oracle and several different higher education organizations. The mission of this security focus group is to improve the overall security experience and posture of the higher education community concerning Oracle products and services.

The over-arching mission of this collaboration is to achieve security improvements through strategic and operational collaboration among Oracle product and security teams, the Higher Education User Group (HEUG), the EDUCAUSE and Internet2 Higher Education Information Security Council (HEISC), and the Research and Education Networking Information Sharing and Analysis Center (REN-ISAC).

The proposed goals include:

- Improving operational security protection and response
- Increasing effectiveness and informed use of security bulletins and patches
- Increasing security awareness and education among higher education knowledge workers, technical staff and management
- Improving the intrinsic security of Oracle products and services
- Improving the base of information that Oracle has at hand when developing security directions and communications
- Improving security documentation and reference materials available for technical staff, and raising the overall level of engagement and dialog between Oracle and higher education concerning security 2012 Advisory Committee Members

2012 Advisory Committee Members

PAG - Academic Advising

NAME	PAG	TERM
Terry Seehart University of California, Santa Cruz	Chair	2010-2013
Sheila L. Reeder Azusa Pacific University	Vice Chair	2012-2015
Seth Zlotocha University of Wisconsin - Milwaukee	Track Chair	2011-2014
Jane Baratta Western University	Assistant Track Chair / SR PAG Liason	2012-2015
Larry Hill Indiana University	Product Enhancement Tracker Coordinator	2010-2013
Ross Leisten Salisbury University	Communications Coordinator	2011-2014
Vincent Shykes Kentucky Comm. & Tech. College Sys	Associate / Archivist	2012-2013
James Campbell Queen's University Belfast	Associate	2012-2013
Mark Pickerel University of Kansas	Alternate	2012-2013
Rita Freiburger University of Wisconsin - Milwaukee	SR Liaison	

2012 Advisory Committee Members

PAG - Admissions

NAME	PAG	TERM
Mark Nelson University of Michigan	Chair / Associate Member	2012-2013
Ryan Chreist University of Colorado	Vice Chair / Librarian	2011-2014
Stephanie Dean Madison Area Technical College	Track Chair	2012-2015
James Brown University of Glasgow	Product Enhancement Tracker / EMEA Rep	2012-2013
Debbie Littlefield Marquette University	List Serve Monitor	2010-2013
Jason McIntyre The Australian National University	Survey Manager	2010-2013
Joe Manning James Madison University	Training Coordinator	2012-2015
Crystal Garvey Northern Illinois University	Communications Rep	2012-2014
DaMonique Sampson California State University Long Beach	Assistant Track Chair / Associate Member	2012-2013

2012 Advisory Committee Members

PAG - Budget & Planning

NAME	PAG	TERM
Catherine Lloyd University of California, Berkeley	Chair	2011-2014
Ryan Sullivan Harvard University	Hyperion Issue Tracker	2011-2014
Michael Meister Western Michigan University	Track Chair	2011-2012
Mark Jones University of Oklahoma	Communication Coordinator	2012-2015
James Younger Kentucky Comm. & Tech. College Sys	Member	2011-2014
Laurie Lus Salt River Pima Maricopa Indian Community	PSUG Liaison	2012-2013
Francesca Seidita University of Pennsylvania	Member	2012-2015
Julie Wang University of Florida	Member	2012-2015

2012 Advisory Committee Members

PAG - Campus Community

NAME	PAG	TERM
Steve Smith University of Cambridge	Chair	2010-2013
Jeanne Horvath University of Michigan	Vice Chair / Integration Broker	2009-2015
Rich Hoy University of Derby	Track Chair	2011-2014
Susan Moore Arizona State University	Assistant Track Chair / Integration Broker	2011-2015
Lisa Level MiraCosta College	Forum Moderator	2011-2014
Brenda McCue Sir Sandford Fleming College	Product Enhancement Tracker Coordinator	2011-2014
Todd Neal Indiana University	Communications Coordinator	2010-2013
Jody Graves Grand Rapids Community College	Member	2009-2012
Ashutosh Hadap Princeton University	Member	2010-2013
Darren Gold Florida International University	Associate Member	2012-2013
Kee Chang California State University Chancellor's Office	Associate Member	2012-2013

2012 Advisory Committee Members

PAG - Contributor Relations

NAME	PAG	TERM
Sue Morin Western University	Chair	2011-2014
Cathy Burrier MICA	Vice Chair	2012-2014
Tilly Garnett Cornell University	Track Coordinator	2010-2013
Tricia Walter Trinity College	Assistant Track Coordinator	2010-2013
Rick Campbell Anderson University	Product Enhancement Tracker	2011-2013
Frank Leber Moody Bible Institute	Associate Member	2012-2013
Carrie Bohl George Fox University	Communication Representative	2012-2014
Kathy Jacobson Bellevue University	Secretary / Associate Member	2012-2013
Anne Marie Del Rossi University of Pennsylvania	Alternate Member	2012-2013

2012 Advisory Committee Members

PAG - CRM

NAME	PAG	TERM
Maureen Brown Hobart and William Smith Colleges	Chair	2011-2014
Lisa Carr University of Colorado	Secretary	2011-2013
Jason Koziara DePaul University	Product Enhancement Tracker Moderator	2011-2014
Dara M. Newton The University of Texas at Arlington	Track Chair	2011-2014
John Saucedo Moody Bible Institute	Vice Chair	2011-2013
Theresa Darius-Jewett Florida State University	Member	2012-2015
Valerie Turner University of Northern Iowa	Communications Committee Representative	2011-2013
David Coltman UNITEC Institute of Technology New Zealand	Member	2011-2014

2012 Advisory Committee Members

PAG - E-Business Suite

NAME	PAG	TERM
Todd Harrison Imperial College London	Chair	2012-2015
Valerie Draves Southern Illinois University	Vice Chair	2011-2014
Matt Blandford Liverpool John Moores University	Track Chair	2011-2014
Kara McFall Oregon Health and Science University	Communications Coordinator	2011-2014
Christopher Rocco Harvard University	Member	2012-2015
Cyndie Winrow San Diego State University	Secretary	2012-2015
Paul Manley The Research Foundation of SUNY	Member	2012-2015
Shy Hicks University of Virginia	Member	2010-2013
Michelle Lin California Institute of Technology	Member	2012-2015
Karen Eck Carnegie Mellon University	Associate Member	2012-2013
Lisa Skinner Stanford University	Member	2011-2014
Jeffrey Thomas University of Oxford	Member	2012-2015
Vira Homick University of Pennsylvania	Associate Member	2012-2013

2012 Advisory Committee Members

PAG - Financial Aid

NAME	PAG	TERM
Camille Mongelli Swarts Boise State University	Chair	2011-2014
Dennis Junk North Dakota University System	Track Chair	2010-2013
Tara O'Neil Marquette University	Vice Chair	2012-2015
Bridgette Betz Missouri University of Science and Technology	Vice Track Chair	2011-2012
Adelaide Kuzmack Stony Brook University	Communication Coordinator	2010-2013
Caroline Weir University of Glasgow	International Coordinator	2011-2014
Erik Siradas University of North Carolina at Chapel Hill	Associate Member / Student Financials Liaison	2012-2013
Vic Goldberg University of Colorado	Associate Member	2012-2013
Charlie Whitehead The University of Manchester	EMEA Appointed Associate Member	2012-2013
Peter Miller Truckee Meadows Community College	Alternate Member / Product Enhancement Tracker Coordinator	2012-2013

2012 Advisory Committee Members

PAG - General Ledger

NAME	PAG	TERM
Yessy Mendoza-Tate North Carolina State University	Chair	2010-2013
Tammy Cortes Lone Star College System	Vice Chair	2012-2015
Larry Cain Emory University	Track Chair	2012-2014
Jared Shields Northwestern University	Co-Track Chair	2012-2015
Cameron McClurg Fred Hutchinson Cancer Research Center	Assistant Track Chair	2012-2013
Varsha Das University of Central Florida	Communications	2012-2013
Clyde Phillips State of Tennessee	PSUG Representative / Secretary	2012-2013

2012 Advisory Committee Members

PAG - Grants, Contracts & Billing

NAME	PAG	TERM
Susan Berry Florida State University	Chair	2011-2014
Pam Hurdelbrink North Dakota University	Vice Chair	2011-2014
Mark Sweet University of Wisconsin-Madison	Track Chair	2012-2015
Cathy Thompson University of Florida	Secretary	2012-2015
Janetta Tesch University of Oklahoma Health Sciences Center	Assistant Track Chair	2012-2013
Holly Wang University of Massachusetts Office of the President	Product Enhancement Coordinator	2010-2013
Rose Chisholm University of Virginia	Member, EBS	2010-2013
Stephanie Dennon Fred Hutchinson Cancer Research Center	Member	2012-2015
Michelle Kevelin University of Minnesota	Member	2012-2015
Srinivasa Ari San Diego County Water Authority	PSUG member	
Christine S. White University of Delaware	Communications, Associate Member	2012-2013

2012 Advisory Committee Members

PAG - HRMS

NAME	PAG	TERM
Sarah Smith University of Texas MD Anderson Cancer Center	Chair	2010-2013
Eleanor Roberts California State University System-Wide	Track Chair	2011-2014
Cindy Martin Stanford University	Vice Chair	2012-2015
Thomas Mayhew Harvard University	Communications / Assistant Track Chair	2011-2014
Pam Fleece Northern Arizona University	Product Enhancement	2010-2013
Krista Weatherford Clackamas County, Oregon	PSUG Rep	
Vikki Parman Kentucky Comm. & Tech. College Sys	Member	2012-2015
Mary Brackett University of Virginia	Appointed eBusiness Suite representative	2013
Martha Watson State of Montana	PSUG Rep	

2012 Advisory Committee Members

PAG - Procurement to Pay

NAME	PAG	TERM
Dorann Mullins University of Central Florida	Chair	2006-2013
Sharon Loosman North Carolina State University	Vice Chair	2011-2014
Jackie Creager University of Michigan	Track Chair	2008-2014
Kim Schaade University of North Texas Health Science Center at Fort Worth	Communications	2011-2014
Michael Williams Florida State University	Product Enhancement Coordinator	2012-2015
Theo van der Heijden ROC Nijmegen	Scribe	2012-2015
Eric Burkland San Diego County Water Authority	PSUG Rep	
Paul Conder UNITEC Institute of Technology (New Zealand)	Associate Member	

2012 Advisory Committee Members

PAG - Reporting and Business Intelligence

NAME	PAG	TERM
Colin Hetherington University of Derby	Chair	2011-2014
Linda Sullivan University of Central Florida	Track Chair	2011-2013
Suzanne Coletti Princeton University	Scribe	2010-2013
Ken Diefenbach Central Queensland University	Associate Member	2011-2012
Quintin Peikert University Of Texas Medical Branch Galveston	Member	2012-2015
Milap Sharma University of Colorado	Member	2012-2015
Byron Menchion Florida State University	Co-track Chair	
Tulasi Kumar Missouri University of Science and Technology	Product Enhancement Tracker	2011-2014
Exterlin Mathilda- de Jesus ROC Zadkine	Communications	2010-2013
Kelly Gold City of Albuquerque	PSUG Representative	2012-2013
Jim Doran University of Alberta	Alternate	2012-2013
Michael Arthur University of Glasgow	SNUG Representative	2012-2013
Julie Parmenter Indiana University	Associate Member	2012-2013

2012 Advisory Committee Members

PAG - Student Financials

NAME	PAG	TERM
Bradley Stene Northwestern University	Chair	2010-2013
Ken Pattillo Indiana University	Product Enhancement Tracker	2011-2014
Buddy Combs Kentucky Comm. & Tech. College Sys	Track Chair	2010-2013
Angela O'Leary North Dakota University System	Communications	2012-2015
Brian Robson University of Michigan	Vice Chair	2011-2014
Carolee Cohen University of Minnesota	Past Chair	2011-2012
Renee Picton University of Newcastle	ANZ Representative	2012-2013
Colleen Johnson University of Wisconsin - Milwaukee	Asst Track Chair	2012-2015
Kristen Baldelli Florida International University	Webinar Coordinator	2012-2013
Rick Olson University of Wisconsin - Stout	HEUG SF Forum Monitor	2012-2013
Shelly Currin Santa Clara University	Alternate	2012-2013

2012 Advisory Committee Members

PAG - Student Records

NAME	PAG	TERM
Carla L Boyd University of Minnesota	Chair	2012-2015
Michele Thibodeau Butler University	Track Chair	2011-2014
Sara Brennan DePaul University	Assistant Track Chair	2012-2014
Ian Holmes University of Queensland	Scribe/ANZ Representative	2012-2013
Peter Dawes University of Cape Town	Communications Coordinator	2010-2013
Rita Freiburger University of Wisconsin - Milwaukee	SR Liaison to AA	2010-2013
Debbie Lain Maricopa Community College District	Product Enhancement Tracker	2012-2013
Angie Byrd Northern Illinois University	Associate Member	2012-2013
Roel Griffioen Alfa College	EMEA / Netherlands Representative	2012-2013
Tony McCrory Queen's University Belfast	EMEA, UK Representative	2012-2013
Lori McRoberts Madison Area Technical College	Community College Representative	2013-2015

2012 Advisory Committee Members

PAG - Technical Advisory Group

NAME	PAG	TERM
Greg Wendt Texas Christian University	Chair	2011-2014
Roger Lurie Arizona State University	Vice Chair	2012-2015
Tony Neaton Griffith University	Past Chair Area Lead	2010-2013
David Sexton University of Utah	Technical Track Chair	2013-2015
Terence Houser University of Michigan	Security Focus Area Lead Integration Lead	2011-2014
Chris Kennedy Coppin State University	Security Track Chair	2013-2015
Keith Halman The University of Texas at Arlington	Member	2011-2014
Igor Kanevskiy DePaul University	Mobile Focus Area Lead	2013-2015
Anne Duffy Rockefeller University	EBS Representative	
Myron Wintonyk University of Calgary	Forum Monitor / Split Focus Area Lead	2010-2013
Kurt Schneider City of Raleigh	PSUG Representative	2012-2013
Kevin Eder Indiana University	Member	2010-2013
Bernie McDaniel James Madison University	Member	2010-2013
Jeremy Trumble Hobart and William Smith Colleges	Member	2010-2013
Sameer Marella Stanford University	Member	2011-2014
Michael Klemen North Dakota University System	Communication Coordinator	2013-2015
Brenda Franks Duke University	First Term - Full	2013-2015
Paul Matthews University of Derby	International Member	

Section VI

Connecting Members

Conference and Events

Alliance Conference

March

Nashville, Tennessee, United States

Over 3,600 of your colleagues traveled to the Opryland Hotel in Nashville for the Alliance 2012 Conference. The conference had an intriguing keynote speaker, John Medina (“Brain Rules”) and ended with a great closing night comedian, Wayne Cotter. In between, the 4-day event included workshops, the executive forum, participant sessions, Oracle product directions, vendor exhibits, and a new offering of “stop and share” sessions. There were almost 100 vendors in the Exhibit Hall to talk about new products and services. And, with over 470 sessions offered, pre-conference training and workshops, the 2012 Alliance Conference provided attendees with a robust program, great networking opportunities, and some fun as well.

Alliance Sponsors

Premier Vendor

Oracle

<http://www.oracle.com>

Platinum Vendors

Ciber

<http://www.ciber.com>

HighPoint Technology Solutions, Inc.

<http://www.mhighpoint.com>

Huron Consulting Group

<http://www.huronconsultinggroup.com>

Hyland Software, Inc.

<http://www.hyland.com/highereducation>

Maverick Solutions

<http://www.mavericksolutions.net>

Nelnet Business Solutions

<http://www.campuscommerce.com>

Perceptive Software, LLC

<http://www.perceptivesoftware.com>

Runner Technologies

<http://www.runnertech.com>

Smart ERP Solutions, Inc.

<http://www.smarterp.com>

TouchNet Information Systems

<http://www.touchnet.com>

Gold Vendors

AT&T

<http://www.att.com/edu>

BASH Technologies, Inc.

<http://www.bashmobile.biz/bash>

CedarCrestone

<http://www.cedarcrestone.com>

CollegeNET, Inc.

<http://www.corp.collegenet.com>

Dell

<http://www.dell.com>

Deloitte

<http://www.deloitte.com/oracle>

Digital Architecture

<http://www.digarc.com>

EMS Consulting - Intelligent Chaos

<http://www.consultems.com>

Fischer International Identity

<http://www.fischerinternational.com>

Gideon Taylor

<http://www.gideonataylor.com>

GreyHeller, LLC

<http://www.greyheller.com>

Higher One

<http://www.higherone.com>

HTS Global

<http://www.htsglobal.com>

IntraSee, Inc.

<http://www.intrasee.com>

ioConsulting, Inc.

<http://www.io-consulting.com>

Kronos Incorporated

<http://www.kronos.com>

Moore Integrated Solutions, Inc.

<http://www.mis-inc.net>

Navigator Management Partners LLC

<http://www.navmp.com>

Phytorion, Inc.

<http://www.phytorion.com>

Sallie Mae Campus Solutions

<http://www.SallieMae.com/schools>

Tuition Management Systems

<http://www.tmscampusadvantage.com>

Conference and Events

Regional Conferences

Beginning in 2011 and continuing throughout 2012, HEUG has created a significant presence in regional conferences, enhancing its services to members world-wide. Extending its reach based on successful conference models already in existence, HEUG sponsored the Alliance Down Under conference in Australia, the EMEA conference in London and six regional conferences in the United States including the Mid-Atlantic Regional (Mid-Atlantic) and the

Wisconsin Regional (WHEPSUG, now renamed HEUGUM for HEUG Upper Midwest, a Northeast Regional (NERHEUG), a Southeast Area Regional (SERHEUG), a South Central region (SCHRUG) and a Chicago Area Regional (CARHEUG). All of these conferences in the US, the UK and Australia had remarkably successful events bringing the HEUG closer to its members and expanding the HEUG's role as a provider of education to its membership.

HEUG's level of involvement varies slightly with each event. Depending on the conference needs, the HEUG coordinates the logistics, manages the registration, handles food and venue issues and provides advice and support to a local planning team. The local team builds the agenda, reviews and accepts presentations, and sets the overall conference theme. Typically, the US regional events are one or one-and-a-half day conferences that have been best described as a "mini – Alliance," complete with between 25 – 50 sessions, one or more keynotes, birds-of-a-feather sessions and close to 20 corporate exhibitors in addition to a highly visible presence of Oracle staff. Most importantly, HEUG has assumed the financial risk management for these events. To encourage local teams to propose regional events, HEUG has removed the financial risk to a local institution by handling all contracts for venue, food, and services. This risk in the past often prevented an institution from stepping forward to be the prime sponsor of a regional event.

The Regional Conferences have, however, proved to be more than just "mini-Alliances" – they complement Alliance in many ways. As a regional program, they allow mid-level administrators and users of the system to attend who would not normally have the budget to attend the Alliance. They also have allowed the highest level administrators, such as Presidents and Provosts, to attend and hear the issues and successes of their systems. Typically, the individuals holding these positions do not have the time to travel and attend Alliance. Also, the more informal and smaller venue has allowed regional members to get to know each other and share more openly than a large conference may allow. The Regional Conference Chairs meet regularly by conference call and in person at the Alliance conference. They coordinate dates of conferences, venues and requests to Oracle and other vendors for participants and support. They share best practices in running these types of conferences and assist with overall planning and strategy.

Conference and Events

United States Regional Conferences

The HEUG's Regional Conference initiative was started in 2011 and was expanded in 2012 to include six Regional Conferences with over 1,500 total attendees. One of the benefits of the regionals is they have attracted a number of attendees who might not typically attend the larger Alliance conferences. These attendees range from central office staff to CIO-level administrators.

One of the primary goals of the regional conferences was to enhance the Alliance experience, not to compete with it. To that end, the Regionals sought to create an environment that facilitated peer conversation and interaction; the conferences also sought to give young or inexperienced staff the opportunity to present in a professional setting. The smaller venue and smaller number of attendees made this a natural fit and provide a very personal feeling for the regional conferences.

The Regional Conference chairs participated in a monthly call and regularly shared thoughts and ideas. These conversations and experiences have recently been consolidated into a "Guidelines and Best Practices" document. This document includes a description of possible session types including Birds of a Feather sessions, guided discussions groups that concentrate on a specific topic of interest, participant-led training/workshops and sessions presented jointly by two schools with differing approaches to a problem.

For the second year, the Regional Conferences were rated very highly by attendees. In the upcoming year, HEUG will focus on standardizing the conference mechanics to include assistance with venue selection, vendor relations and contracts.

The 2012 USA Regional Conferences

- Mid-Atlantic Regional Higher Education User Group (Mid-Atlantic) – Serving the greater Washington DC metropolitan area including Maryland, Virginia, Delaware and Pennsylvania. More than 300 attended this June 1 event at Towson University.
- South Central HEUG Regional User Group (SCHRUG) – Serving Texas, Louisiana, Arkansas, Oklahoma and Mississippi. The July 25 event at University of Texas at Arlington was attended by approximately 350 HEUG members.
- Chicago Area Regional Higher Education User Group (CARHEUG) – Serving the greater metropolitan Chicago area including Illinois, Indiana, Wisconsin, Missouri, Michigan, Ohio, Kentucky, Nebraska, and Iowa. 335 members attended the August 8-9 event at Northern Illinois Conference Center.
- Higher Education User Group – Upper Midwest (HEUGUM) – Serving Wisconsin, Iowa, Illinois, North Dakota, Colorado, Michigan, Minnesota, South Dakota and Indiana. Held on October 4-5 at Glacier Canyon Conference Center. Over 250 HEUG members attended.
- Northeast Regional Higher Education User Group (NERHEUG) – Serving the greater New York metropolitan area including New Jersey, New York, Pennsylvania, and Delaware. The Central New Jersey event on October 15 was attended by over 250 members.
- Southeast Atlantic Regional User Group (SEARUG) – Serving Virginia, West Virginia, North Carolina, Georgia, South Carolina, Florida, Tennessee, Alabama, Mississippi, and Kentucky. Held at Duke University on October 25-26. Over 170 members attended.

Conference and Events

EMEA - (Europe, Middle East and Africa)

October

London, England UK

Hot on the heels of the Diamond Jubilee and the 2012 Olympics, the inaugural HEUG EMEA Conference took place in London, 16-17 October 2012. The EMEA region has hosted gatherings and meetings before, but recognizing the growth of the community and the enthusiasm of its members, the HEUG was keen to extend the conference experience to this part of the globe. We had representation from 13 countries at this first conference – this is around 1/3 of the international HEUG membership! The 177 attendees overcame challenges of both geographical distance and language (we have at least 9 different languages across the region) to attend, to present and to make this a vibrant and exciting conference.

We started with an Executive Forum which provided an opportunity to share some highlights from this year's Forum at the Alliance conference before engaging in open discussion on issues facing EMEA executives around business value, strategic investment, and enterprise technology. With a good mix of mature, new and in-progress implementations the groups discussed issues in terms of stages in a lifecycle and how the HEUG, partners and Oracle can improve the support available. Later delegates enjoyed presentations on Oracle's strategic direction followed by a conversation about the Oracle Higher Education Strategy Council and the direction of HEUG Executive Engagement program.

The main conference commenced with keynote speakers - Debra Lilley (former President of UKOUG and Oracle ACE), Tom Scheirs (Oracle User Group Relationship Manager, EMEA), Steve Hahn (HEUG – VP External), and Hugh Barnes ("retired gentleman" and former HEUG Director – International). Between them they managed to provide a range of views on the relationship between user groups and Oracle, the positioning of HEUG within this, and the challenges we all face in relation to the globalization of Higher Education, Oracle products, and our user group communities. This combination provided delegates with a real sense of what an exciting time it is to be involved in the HEUG and in the EMEA community!

The main conference program offered 51 sessions over 4 tracks – a Business Intelligence and Reporting track; an ambitious Finance track successfully covering PeopleSoft, E-Business Suite and Fusion; a General Track covering technical and user support topics; and of course a Student Track showcasing innovative use of new tools and functionality to improve usability for both students and staff. The feedback shows that presentations from both members and sponsors were high quality and engaging. Delegates also seemed to appreciate that the program and presentations focused on content specifically relevant to EMEA.

The conference benefitted from the involvement, engagement and sponsorship of 12 vendors – Gold Sponsors CY2 and Oracle, Silver Sponsor Visions and 9 Bronze Sponsors - showing developments (and there were some great ones) and sharing good practice. Their support for this first event was tremendous and very much valued by the HEUG and the EMEA Conference Committee.

The challenge now is how to take the excitement and inspiration away from such an event and both maintain it until the next time and also share it with colleagues. Planning is already underway for EMEA 2013 – we hope to make this conference bigger and better with more time for networking with colleagues and perhaps some evening entertainment included too – check HEUG.Online for details.

Conference and Events

HEUG Asia

November

Hong Kong

The inaugural Asia HEUG Conference 2012 was held in the magnificent city of Hong Kong on November 1 and 2, 2012. Jointly hosted by the Asia HEUG and the Open University of Hong Kong, the two-day conference was fully sold out. Over 220 attendees representing 18 institutions and 9 vendors from 10 countries were present at the event. A half-day Executive Forum was also held in conjunction with the conference.

The overwhelming interest and positive feedback from attendees is so encouraging that the Asia HEUG Executive Committee has decided to organize the conference annually. Macau has been identified as the potential venue for the next Asia HEUG Conference on November 11 and 12, 2013.

With the experiences gained in 2012, delegates from member institutions in Asia can look forward to better and more exciting conferences in 2013 and beyond.

Alliance Down Under

November

Gold Coast, Queensland, Australia

A hard-working Planning Committee delivered a successful conference with overwhelmingly positive feedback from delegates on the venue, food, conference program, vendors and overall experience. The planning and execution of the conference were greatly enhanced by the guidance and expertise provided by Cathy Clifton and the local knowledge of Anna Case from SquareOne.

The success of the conference was also enhanced by the very strong support of Oracle personnel, with a number of their senior US-based staff joining us.

It was especially pleasing to note that the Conference ran at a small profit. It is likely that the 2012/13 Conference venue and dates will be confirmed by the end of February 2012 which will further streamline the planning and budgeting process in addition to giving delegates certainty. Fortunately, we are likely to retain many of the same planning committee members for this conference.

Conference Attendance

Conference Attendance Table

Meeting Name Location Dates	Registration Count <i>vendor & attendees</i>
Alliance Conference March 18-21 Nashville, TN	3,742
Mid Atlantic June 1 Towson University, MD	311
SCHRUG July 25 University of Texas at Arlington, TX	339
CARHEUG August 8-9 Northern Illinois University, IL	228
HEUGUM October 4-5 Glacier Canyon Conference Center, WI	252
NERHEUG October 15 Mercer Community College, NJ	212
SEARUG October 25-26 Duke University, NC	170
EMEA October 16-17 London, England	177
Asia HEUG November 1-2 Hong Kong	256
Alliance Down Under November 7-9 Gold Coast, Australia	287

Regional Conference Sponsors

We are grateful to our sponsoring vendors, who add so much to our conferences by providing information for attendees visiting their booths, as well as offering valuable session presentations. Many of them have sponsored multiple conferences both US and internationally.

Name	# of conf supported US	# of non-US conf supported
Oracle	6	3
HighPoint Technology Solutions	6	
CedarCrestone	6	
Nelnet Business Solutions	5	
TouchNet Information Systems	1	3
Grey Heller Solutions, Inc.	6	1
Fischer International Identity, LLC	2	
eThority	1	
io-Consulting	1	
Enterprise Solutions Group (ESG)	1	
College Scheduler, LLC	2	
Kronos	3	
Higher One	4	
Tunabear Inc.	2	
AcademicWorks, Inc.	1	
Perceptive Software, LLC	4	2
Softdocs Inc.	1	
Higher Technology Solutions	5	
Apex IT	4	
Six Dimensions	1	
Information Concepts, LLC	1	
Phire-Soft	1	
BASH Technologies, Inc.	1	
EMS Consulting - Intelligent Chaos	1	
Attain, LLC	1	
Blackboard Analytics	1	1
Gideon Taylor	2	
E-Step Consulting, Inc.	1	
FosterKnowledge	1	
ENTAP, Inc.	1	
Performance Architects, Inc.	2	
Deloitte	1	
Academe Solutions	1	
Huron Consulting Group	2	
ERP Analysts	2	

Conference and Events

Heartland IT Consulting	1	
Ciber	2	
Hyland Software, Inc.	1	
LogicGate, LLC	1	
OneNeck IT Services	1	
Elsevier	1	
Application Outfitters	1	
Oxford & Associates	1	
Cornerstone OnDemand Inc.	1	
IntraSee, Inc.	1	
Synch-Solutions	1	
AT&T	1	
GNC Consulting, Inc.	1	
Official Payments	1	
Oracular	1	
Credentials Solutions	1	
RightAnswers	1	
AmerIndia Technologies, Inc.	1	
Hexaware		1
Cyon Knowledge Computing - Syllabus Plus		1
Unilink Data Systems		1
Presence of IT		1
ASG Group Limited		1
NEC		1
Red Rock Consulting		1
M-Power Solutions		1
Hexaware		1
UniLink Data Systems		1
Mahindra Satyam		
IBM		1
Wipro Technologies		1
CYON - Scheduling, Resource Planning & Optimization		1
CY2		1
Patech		1
SolStonePlus		1
Epicenter		1
Consult Yourself		1
BRINEL		1
Visions Consulting		1
Hewlett-Packard Company		1

Conference and Events

Oracle OpenWorld

September

San Francisco, California, United States

Each year, the HEUG sends a delegation to the Oracle OpenWorld conference. The Sunday prior to the conference is dedicated to user groups, and the HEUG uses this opportunity to host a meeting for our members attending OpenWorld. OpenWorld is the premier annual event for Oracle, so this venue offers the HEUG delegation one of its best opportunities to fulfill one key aspect of our mission- advocating on behalf of the higher education and research industry.

Oracle OpenWorld Latin America

December

Sao Paulo, Brazil

The HEUG board made its first excursion to Oracle OpenWorld Latin America in December 2012. This annual event was held in Sao Paulo and mimics, on a much smaller scale, Oracle OpenWorld (Classic Edition) in San Francisco. The purpose of our attendance was to continue our outreach activities in the emerging Latin American market. Steve Hahn, VP External, and Chris Pondish, VP Communications and Membership, represented the HEUG. There was much exchange of business cards and other information as well as a production luncheon with the International Oracle User Group Community, whose members represented Chile, Argentina, Peru, Colombia and Brazil to name a few. The Board expects this to become an annual event on the HEUG calendar.

Conference and Events

HEUG Education Webinar Series

The HEUG Education Webinar Series continued to grow in 2012 offering more educational webinars to more people. Education Series webinars bring members hot topics and relevant trainings and demonstrations. This program is designed to help our HEUG members grow their knowledge of PeopleSoft/Oracle products and is a great opportunity to learn all year or for those who are not able to attend HEUG conferences. The HEUG Education Series brings together leaders from within our membership, Oracle, vendor partners and HEUG management to provide useful webinars that will help members with implementing, maintaining or upgrading their PeopleSoft/Oracle solutions. 2012 saw a partnership with the Product and Technical Advisory Groups to bring their knowledge and expertise not only to the PAG/TAG members but to share this knowledge with the broader HEUG audience. Oracle applications team members also created more of a presence in 2012 as part of the Education Series, bringing members the most up-to-date information on new product releases and advancements.

This program offers three types of webinars:

- 1. HEUG Education Series Events.** These sessions are presented by members and experts on topics that are relevant and timely. Some of these will be done by top Alliance and regional conference session performers, allowing you to ask questions and interact directly with the presenter. They also include new presentations that were not part of a conference, including Oracle Roadmap style sessions. There is a \$59 fee to access these sessions both live and recorded for Subscriber members. HEUG Institutional and System members can attend these sessions free of charge.
- 2. Sponsored Webinars.** These sessions are presented and are sponsored by our vendor partners. In some cases they are presented in conjunction with a customer. They are not sales-oriented, but rather sessions for the sharing of valuable information. Since they are sponsored, access is free of charge.
- 3. HEUG Webinars.** These sessions provide training on HEUG programs, tools, and initiatives. These training and educational webinars are occasionally available in multiple languages. They are free of charge.

All webinars are recorded and the recordings are made available. This allows us to bring educational opportunities to users around the world regardless of time zone since they can be accessed at the users' convenience. In 2012 the HEUG offered 55 webinars, attended live by 3,746 people. The session recordings were downloaded 4,893 times.

Section VII

Connecting the World

HEUG Communications

In 2012, HEUG continued its global communications initiatives. The HEUG newsletter, emailed monthly to all institutional and subscriber members, is now published in five different languages: Spanish for our Latin American members, Dutch for our members in the Netherlands, Portuguese for our Brazilian members, Chinese for Far East members and English. The multi-language versions of the newsletters are posted within the regional networking communities at HEUG.Online. The now famous, “How to HEUG.Online” webinar was presented in both Spanish and Portuguese during 2012 and recording of those live presentation are also available at HEUG.Online.

The last time you logged onto HEUG.Online, you may have noticed a somewhat more colorful addition to your profile. The HEUG Badging initiative is designed to represent achievement or symbolize engagement of the members on HEUG.Online. Badges are awarded to members as they perform specific activities across the site. Some Badges have levels that are based on a point system and allow members to reach different goals within the badge. Other custom Badges are not based on a “points” award system, they are awarded to specific users.

Throughout 2012, HEUG communications continued to offer the types and levels of service our members have come to expect including:

- Engaging the global community and institutional diversity through targeted webinars offers
- Improving communications with executive sponsors and enhancing the Executive Forum
- Conducting the annual membership survey and using the results in strategic planning and assessment activities
- Working closely with the Advisory Groups to insure consistency of communications across newsletters and blogs
- Encouraging HEUG Board members to blog in a timely and informative manner
- Coordinating conference communications for both Alliance and regionals
- Providing contributions to vendor communication strategy and planning

HEUG Communications

The HEUG Communication Committee is dedicated to improving services and outreach to our global community. We encourage members who would like to become more involved with the HEUG to join the committee.

Communication Committee 2012

- Christopher Pondish, City University of New York, VP Communications
- Normandy Roden, University of Colorado, Chair
- William Daley, University of Texas at Arlington, Vendor Council liaison
- Carol Damron, DePaul University, Advisory Group liaison
- Roger Lurie, Arizona State University
- Heather Soesbe, University of Northern Iowa
- Joseph Sierra, City University of New York
- Stan Jakubik, University System of Maryland
- Jeremy Trumble, Hobart and William Smith Colleges
- Ted Simpson, MICA, HEUG President
- Tina Thorstenson, Arizona State University
- Margaret Howe, Socius
- Jennifer Moesker, ROC van Twente
- Lew Conner, HEUG Executive Director
- David Baugh, University of Louisville
- Jennifer Bayless, Missouri University of Science and Technology
- Carol Newell, Socius

Section VIII

Membership & Finance

Hall of Fame

George Chrisman - In 1995, seven institutions began working together with a company called Campus Solutions to build a Student Administration System for PeopleSoft. Southern Methodist University (SMU) was one of these beta campuses and George Chrisman was the lead representative from SMU. George quickly became a vocal leader of the betas, never letting tact and diplomacy interfere with his communication to PeopleSoft executives. In December 1997 at a PeopleSoft Connect Conference, representatives from several universities using a variety of PeopleSoft applications met together to discuss the potential for a conference. It was decided at that meeting to hold the first HEUG conference in March of 1998 -- just three months later. George volunteered to have SMU host the conference in Dallas. He worked almost single-handedly to put together the conference at the Adams Mark Hotel -- expecting 400 attendees but attracting 750. The following year, George again organized the conference -- now expecting about 1000 attendees. Over 1,800 people showed up. However, George still had not had enough and once again volunteered to host the HEUG 2000 conference -- where nearly 2500 people attended.

Retiring seven years ago, George finds himself still busy volunteering as President of the Allen Texas Community Development Corporation and as a committee chair for Heroes on Water, through which he takes wounded war veterans on kayak fishing expeditions.

For his willingness to be a vocal leader while representing the early campuses using the Student Administration product, and for his commitment to organizing the first three conferences, the HEUG is very pleased to induct George Chrisman into the Hall of Fame

Doug Roberts - Doug has been another tireless volunteer with the HEUG. . For over 12 years, Doug served the HEUG in many capacities. He began as a volunteer on the Budget Product Advisory Group. After several years in that role, he was elected to the Board of Directors. Doug took over Treasurer duties near the end of his first term and continued in that role after being re-elected. As Treasurer, he developed nearly all of the financial policies and procedures we still follow today. He also worked internationally to set up the HEUG accounts in Australia. After about eight years and at the end of his second term, Doug went on to join the Alliance Conference Planning team. There, he served for four years in successive positions: as Assistant Conference Chair, Program Chair, 2011 Alliance Conference Chair in Denver, and Vendor Chair last year in Nashville. Although he has by now rotated off the Board, he still serves us as member of the HEUG Audit Committee and pitches in wherever needed to assist with miscellaneous conference projects. Doug's total contribution over 12 years is unmatched by any other member. The HEUG is very pleased to honor him now with this induction into the Hall of Fame.

Ted Simpson - Ted, formerly of Maryland Institute College of Art (better known as MICA), joined the HEUG as a presidential appointment in 2008. He became Vice President External in 2009 and Executive Vice President in 2010 after winning election to the Board. Ted moved into the HEUG Presidential seat late in 2010 following the resignation of the previous President. During his two years as President, Ted engineered the HEUG's successful global expansion, solidified the HEUG financial position, promoted the regional conference initiative, and worked on the foundation of the Executive Advisory Group. During this same time period, Ted completed MBA and MIS degrees from Johns Hopkins University Carey Business School! And all this was done while being a dedicated husband and father of two small children. No individual has had a greater impact over such a short period of time than Ted has had in his term on the Board of Directors. The HEUG congratulates him on his induction into the Hall of Fame and wishes him well in his new position with ioConsulting.

Membership Outlook

The membership program established during 2010 continued with much success through 2012. A renewal rate of 94% and a member institution increase of over 2% is a testament to both the benefits of the program and the diligence of the membership committee.

The HEUG membership program consists of two types of membership: Institutional/Institutional System membership and Subscriber membership. Subscriber members enjoy basic access to the HEUG.Online. These members have access to all forums, blogs, and many files on the HEUG website. Upgrading to Institutional or Institutional System membership gives user access to additional services and files on the website. Institutional members enjoy access to all Education Series webinars and recordings free of charge, a discount on Alliance conference registration and access to Alliance file presentations. Institutional members are also eligible to serve as PAG/TAG members and on the Board of Directors and are the only membership classification with voting privileges.

Membership dues are based on the Student Full-Time Equivalent (FTE) count for your institution or institutional system. Both institutional and system membership benefits all users at your college or university. The FTE guidelines for membership dues can be found at <http://www.heug.org/p/cm/ld/fid=196>. At the end of 2012, 385 institutions were participating in this program.

Financial Position

During the 2011-12 fiscal year Net Assets increased by \$344,000 primarily due to the increase in HEUG membership and an increase in conference revenue.

Statement of Activities Years Ended June 30, 2012 and 2011

	<u>2012</u>	<u>2011</u>
Revenues		
Conference Revenue	\$3,596,462	\$3,207,788
Membership Dues	424,783	357,539
Revenue Sharing Income	73,575	66,022
Interest Income	<u>20,632</u>	<u>28,423</u>
Total Revenue	\$4,115,452	\$3,659,772
Operating Expenses		
Program Expenses	\$3,337,261	\$2,834,005
Administrative Expenses	<u>427,318</u>	<u>342,655</u>
Total Operating Expenses	<u>\$3,764,579</u>	<u>\$3,176,660</u>
Change in Net Assets		
From operating Activities	\$350,873	\$483,112
Non-Operating Income (Expense)		
Foreign Currency Translation	(6,582)	23,080
Change in Net Assets	<u>\$344,291</u>	<u>\$506,192</u>

Source: HEUG Audited Financial statement

Financial Position

Statement of Financial Position June 30, 2012 and 2011

	<u>2012</u>	<u>2011</u>
Assets		
Current Assets		
Cash and Cash Equivalents	\$1,993,966	\$1,706,491
Accounts Receivable	147,976	-
Prepaid Expense	<u>79,970</u>	<u>-</u>
Total Current Assets	<u>\$2,221,912</u>	<u>\$1,706,491</u>
Certificate of Deposit, Long Term	593,915	583,613
Total Assets	<u>\$2,815,827</u>	<u>\$2,290,104</u>
Liabilities and Net Assets		
Current Liabilities		
Accounts Payable	\$45,216	\$43,763
Deferred Revenue	<u>363,604</u>	<u>183,625</u>
-		
Total Current Liabilities	\$408,820	\$227,388
Net Assets - Unrestricted		
Unrestricted	<u>2,407,007</u>	<u>2,062,716</u>
Total Liabilities and Net Assets	<u>\$2,815,827</u>	<u>\$2,290,104</u>

Source: HEUG Audited Financial statement

HEUG Sponsors

HEUG Sponsors: Our appreciation for your support

The vendors in all regions, nationally and internationally, are key components to the success of the HEUG. Without their support and guidance, we would not be able to understand and implement cost-effective solutions, collaborate with business partners throughout the world, driving greater competition and ultimately better products and services through the marketplace.

We would like to thank the following vendors for supporting HEUG:

Platinum Sponsors



Academe Solutions
<http://www.academesolutions.com>



CedarCrestone
<http://www.cedarcrestone.com>



Ciber
<http://www.ciber.com/us/index.cfm/technologies/oracle/>



Dynasoft Synergy, Inc.
<http://www.dynasoftusa.com>



Fischer International Identity
http://www.fischerinternational.com/industries/higher_education.htm



Higher Technology Solutions
<http://www.htsglobal.com>



HighPoint Technology Solutions, Inc.
<http://mhighpoint.com/>



Hyland Software, Inc.
<http://www.Hyland.com/HigherEducation>



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<http://www.ImageNow.com/highered>



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<http://www.collegescheduler.com>



Deloitte
<http://www.deloitte.com>



Enterprise Solutions Group (ESG)
<http://www.e-s-g.com>



ERP Analysts
<http://www.erpanalysts.com>



Experian QAS
<http://www.qas.com/partners/peoplesoft.htm>



GreyHeller, LLC
<http://www.greyheller.com>



ImageSource
<http://www.ecmforhighereducation.com>



ioConsulting, Inc.
<http://www.io-consulting.com>



Nelnet Business Solutions
<http://www.campuscommerce.com>



Phytorion, Inc.
<http://www.phytorion.com>



The Burgundy Group, Inc.
<http://www.tbgin.com>



TouchNet Information Systems, Inc.
<http://www.touchnet.com>

Representing hundreds of
member institutions and thousands
of individuals across the globe



The Higher Education User Group (HEUG) is an international organization consisting of Higher Education institutions that use application software from the Oracle Corporation.