

The logo for sson, featuring the lowercase letters 'sson' in a white, sans-serif font. The letter 'o' is replaced by a stylized globe icon with blue and white segments.

Higher Education Shared Services & Outsourcing Week

September 16 - 17, 2026
Marriott Marquis San Diego Marina
San Diego, CA



“You cannot
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— William

— William

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— Shigeo S

Welcome to San Diego

sson

Higher Education Shared Services & Outsourcing Week

Welcome to Higher Education Shared Services & Outsourcing Week 2026!

Welcome to the 2026 edition of Higher Education Shared Services & Outsourcing Week, taking place September 16 - 17, 2026 in San Diego, CA. We are pleased to have you join us as we focus on this year's theme: Creating Momentum in Higher Education: Refocusing through Constant Change.

Higher education continues to evolve at a rapid pace. Institutions are facing ongoing shifts in enrollment models, workforce structures, technology expectations, and service delivery needs. These changes require shared services organizations to adapt quickly, clarify their value, and continue strengthening the relationships and processes that support faculty, staff, and students. This year's program is designed to help you build and sustain forward momentum by refocusing your priorities, refreshing your operating models, and learning from peers who are advancing meaningful transformation across campus.

Throughout the conference, you will have opportunities to participate in collaborative discussions, explore practical case studies, and engage with institutions at different stages of their shared services journey. Whether your center is well-established, newly implemented, or still taking shape, the insights shared here will support your ability to evolve with purpose and demonstrate continued impact.

This year, Higher Education Shared Services & Outsourcing Week will be co-located with our largest event of the year, Shared Services & Outsourcing Week (SSOW). This unique setting provides additional access to global shared services and GBS leaders who are shaping enterprise service delivery strategies across industries. The combined experience offers a broader perspective on innovation, scale, and continuous improvement while maintaining dedicated programming for the higher education community.

Thank you for being part of this network of leaders committed to progress through change. We look forward to learning and growing together in San Diego.



Will Thomae

Senior Conference Producer

Higher Education Shared Services & Outsourcing Week

What Your Peers Are Saying



"Higher Ed SSOW is a great conference where we have a lot of our sister institutions here presenting, doing networking, so we can share our stories... It's an opportunity to come here and not only share our story but really learn from other, giving us an opportunity to kind of take a step back and take a fresh look. It's a great place to come and share ideas to see where we're going."



RUTGERS



"People had been emailing each other for a decade and never met... when we got in a room and just introduced each other, it opened a lot of doors."

THE UNIVERSITY OF
ALABAMA



"One of the things that I liked about Higher Ed SSOW is just that it's a little bit on the smaller side compared to some of the larger conferences that I've been to. And part of the advantage of that is that everyone here is really focused on this topic of shared services."



Sam Houston State University

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Shared Services Director
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Abigail Hernandez
Project and Change Manager
SDSU | San Diego State University



Stig Lanesskog
Chief Executive Officer
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Ria Ames
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...AND MANY MORE!



MAKE INFLUENTIAL CONNECTIONS

SENIORITY LEVEL



- 41% - Director
- 26% - Manager
- 13% - C-Suite
- 11% - VP-Level
- 9% - Non-Manager

The majority of attendees are decision-makers who control or directly influence the budget

FUNCTION



- 32% - Management
- 22% - GBS/Shared Services
- 16% - HR
- 13% - Operations
- 12% - Finance
- 5% - Other

A variety of functions means even more opportunities for benchmarking

“ The venue was perfect, the agenda was robust, the speakers were excellent, the **opportunity to network was phenomenal.**
- Manager, HR, Western University

“ I wish I had attended this conference years ago when I first started in shared services...The sessions were helpful, the venue was great, and the colleagues I met were friendly and sharp.
- Associate Vice President for Shared Advancement Services
UNC System Office



TRUSTED BY TOP BRANDS



Future-Proof Your Shared Services Model

Walk away with real examples of how universities are restructuring operations to manage budget cuts, rising service demands, and digital disruption while keeping quality and campus satisfaction high. Connect with higher ed leaders who have successfully scaled and evolved their shared services models.

Put AI and Automation to Work

Listen to case studies of how peers are using AI to eliminate manual processes in HR, Finance, and Student Services. Learn practical steps to integrate automation without losing the human touch.

TOP REASONS TO ATTEND

Build Workforce Agility and Retention

Gain actionable playbooks for addressing turnover and burnout through new career pathways, cross-training initiatives, and engagement strategies tailored to the higher ed environment. Exchange data, templates, and lessons learned to accelerate your own transformation journey.

Move From Support Function to Strategic Partner

Hear directly from institutions that have expanded their shared services scope to include analytics, procurement, and IT - transforming their teams into enterprise-wide problem solvers that influence institutional strategy.

Invest in Yourself and Your Team - Earn CPE Credits!



Earn SHRM credits while gaining tools and techniques to accelerate your professional and organizational development.

LEADING AGENDA

Main Day One - Wednesday, September 16, 2026

8:30 am Registration & Breakfast

9:30 am **Workshop A: From Data Chaos to Data Confidence: Building an AI-Ready Shared Services Model**

11:00 am Morning Break

11:30 am **Workshop B: Sustaining Momentum Through Leadership Transitions and Institutional Change**

Dan Melchior - Shared Services Director, San Diego State University

Abigail Hernandez - Project and Change Manager, San Diego State University College of Extended Studies

1:00 pm Networking Luncheon

2:00 pm **Workshop C: Reorganizing Leadership to Scale Shared Services Impact**

Calvin Turner Jr. - Executive Director, UC Shared Services, University of California Office of the President

3:30 pm Afternoon Refreshment Break

Afternoon Mainstage Sessions

4:00 pm **Starting Smart: Launching and Expanding Shared Services with Speed and Credibility**

Stig Lanesskog - Chief Executive Officer, The Claremont Colleges Services

4:30 pm **Modernizing Systems for a Unified Digital Platform**

Main Day Two - Thursday, September 17, 2026

8:00 am Registration & Breakfast

9:00 am **Maintaining Principled Leadership in Politicized Times**

Casilda Clarich - Financial Shared Services Director, The University of Texas System

9:30 am From Silos to Synergy: Building Operating Models That Connect Campus Capabilities

9:30 am From Silos to Synergy: Building Operating Models That Connect Campus Capabilities

10:00 am **Interactive Discussion Groups - Pick 2**

1. Optimizing Vendor Partnerships for Shared Services Innovation

2. Creating Agile Governance Models Across Decentralized Campuses

3. Protecting Data While Enabling Operational Efficiency in Shared Services

4. Strategies for Retaining and Engaging Critical Internal Talent

LEADING AGENDA

Main Day Two - Thursday, September 17, 2026

- 11:55 am Networking Luncheon
-
- 1:00 pm **Building a Culture of Feedback and Engagement**
-
- 1:30 pm **Personalizing the Digital Customer Experience in Higher Education**
-
- 2:00 pm **Strengthening Change Management Capabilities Across Campus Communities**
-
- 2:30 pm Afternoon Break
-
- 3:00 pm **Building Adaptive Talent Pipelines for a Changing Shared Services Environment**
-
- 3:30 pm **Reinventing Training and Onboarding for Modern Shared Services Teams**
-
- 4:00 pm Quick Restroom Break
-
- 4:15 pm **Expand Shared Services Scope to Increase Business Value**
-
- 4:45 pm **Panel: Building a Multi-Year Roadmap for Shared Services Maturity**
-
- 5:30 pm **"Wine"-Down Networking Celebration**
-
- 6:30 pm **End of Higher Education SSOW - See you next year!**



SSON is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification activities

Prerequisites: Basic knowledge of business services within any industry.
Advanced Preparation: None
Program Level: Intermediate
Delivery Method: Group Live

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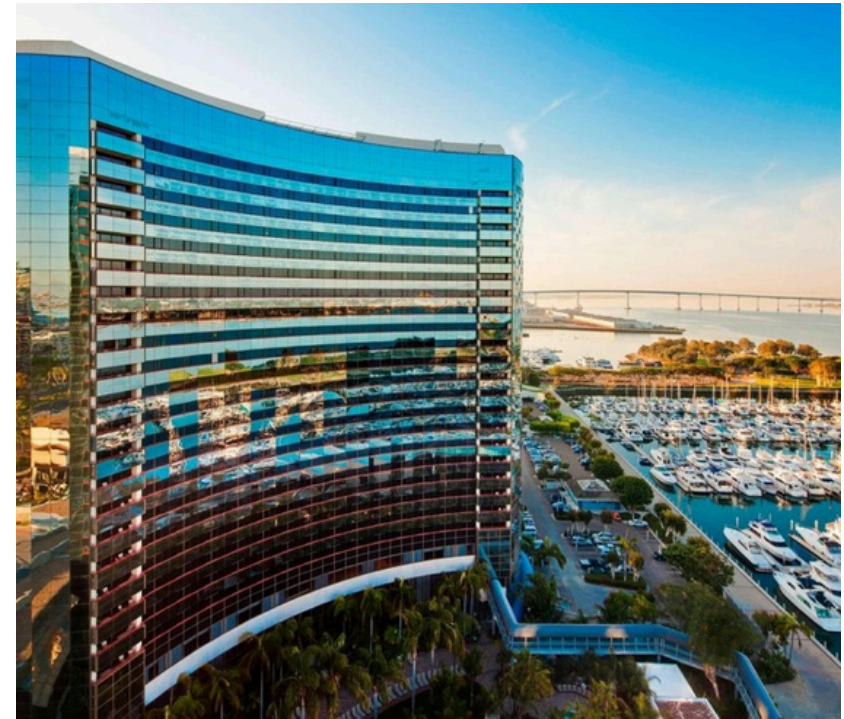
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WHERE COMFORT MEETS CONVENIENCE

Marriott Marquis San Diego Marina

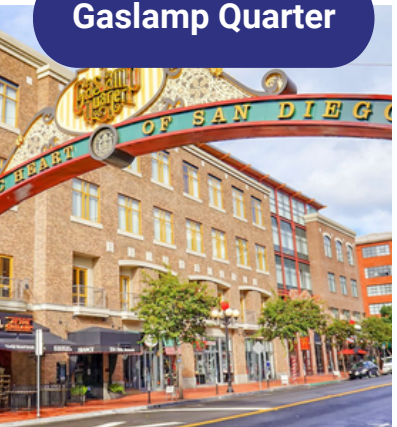
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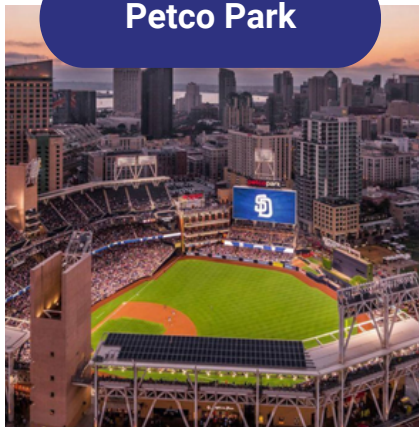


Extend your stay!

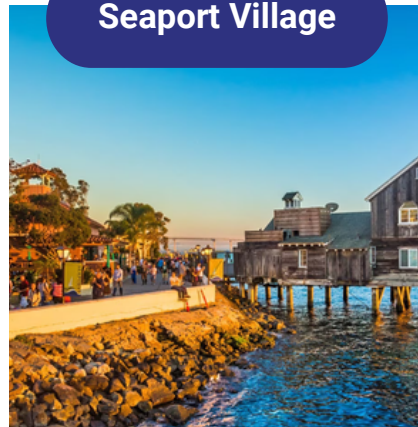
Gaslamp Quarter



Petco Park



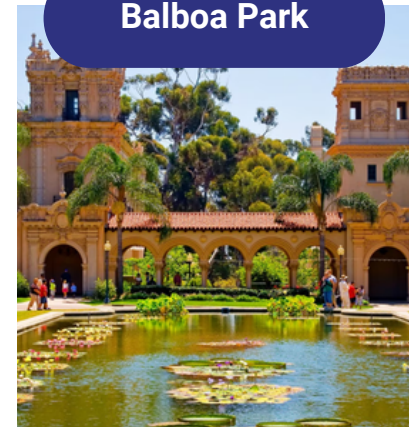
Seaport Village



USS Midway
Museum



Balboa Park



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Thomas Christmann
Director of Strategic Partnerships
Thomas.Christmann@ssonetwork.com

[Book Time Here](#)



What is SSON Research & Analytics

SSON R&A is SSON's global data center, now in its 7th year of operation. Thousands of practitioners and consultants recognize SSON R&A as their premier resource for shared services related metrics, benchmarks, trends, market analytics and advisory services. With a user-friendly interface, easily downloadable benchmarks and topic-based charts, SSON R&A adds valuable ammunition to your inhouse or client presentations, strengthening your business case and your credibility. SSON regularly canvases its membership for updated metrics and analytics, allowing us to highlight even minor shifts. SSON R&A distinguishes itself from other associations by offering subscribers direct access to relevant metric data at a highly competitive cost.

"The C-suite expects to see market metrics to evaluate shared services' performance. I have explored various opportunities available in the market. SSON Research & Analytics offers reliable benchmark data, at a highly competitive cost. Given access to this data, by region or industry, I can draw my own conclusions. I don't need to source expensive third-party analysts, as we can interpret the data ourselves."

Edoardo Peniche, Vice President, Global Business Services - Aptiv

What Tools & Services Are On Offer?



City Cube

Compare 3000+ shared services locations around the world, across 20+ variables such as: cost of labor, talent availability, number of shared services centers, average salaries, and much more.



Intelligent Automation Universe

A one-stop platform for all things RPA, cognitive and AI related that allows users to learn about dozens of IA software vendors, compare their product capabilities, understand the differentiators, and see their customer footprint.



Shared Services Atlas

Locate and evaluate shared services hotspots at country, state, or city level from our global database of 10,000+ global delivery centers. Filter by industry, function, and organization size.



Research Insight Reports

Our monthly RIR's are guided by industry insiders with at least 10 years' experience, and are underpinned by real-time market data to address not just the trends, but the solutions you need to implement.



Advisory Service

As a Premium subscriber you can access our industry experts for 1:1 guidance and actionable steps to propel your GBS journey. We also offer bespoke research services to support your projects with analytics, experience and knowledge.



Visual Analytics Workbooks

Curated charts under core topic headings that summarize the biggest trends and shifts across SSO/GBS.



Metric Benchmarker

Benchmark your SSO across 130+ different metrics, choosing either a conglomerate of industry/country benchmarks; or the Top 20 Most Admired SSOs' benchmarks in the Metrics Intelligence Hub.

For more information on how to become a subscriber to SSON Research & Analytics and gain access to hundreds of metrics, benchmarks, city-based talent, a list of delivery centers globally, and monthly research-based reports, please contact:



Josh Matthews at
Josh.matthews@sson-analytics.com

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