ACM SIGUCCS 2023 Annual Conference
March 26-29, 2023 • Chicago, IL

Contents

For the most up-to-date schedule information, use Sched from your laptop or mobile device:

https://siguccs2023.sched.com/

Create your Sched login to:
- See all sessions, including their abstracts
- Create a personalized agenda for the conference
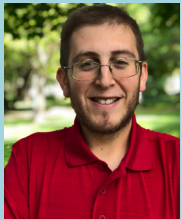- Leave feedback for each event/presentation

From the SIGUCCS Board

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Board-Appointed Positions

Communication Awards Chair:
Kathy Fletcher, West Virginia University

Award Selection Committee Chair:
Terris Wolff

Exhibitor Relations Chair:
Parrish Nnambi

Mentoring Program Coordinator:
Gail Rankin and Katelin Moul

Welcome from the SIGUCCS Board!

Welcome to the 50th ACM SIGUCCS Annual Conference. We are excited to be back in person for the first time since the November 2019 conference in New Orleans.

The Special Interest Group on University and College Computing Services (SIGUCCS) is a community of IT professionals from help desk employees to CIOs who help higher education institutions leverage current technology to foster discovery and learning. The SIGUCCS conference provides a place for IT leaders and future leaders from colleges and universities to gather and discuss current challenges facing them and their institutions. We encourage you to share with us what SIGUCCS means to you and welcome your participation in shaping the future of our community!

The executive board would like to thank everyone that assisted in the making of this conference. Without the help of dedicated volunteers this conference would not be possible. We are also very appreciative of the people that have been selected to present at SIGUCCS 2023 so that they can share ideas and solutions that we can apply at our own institutions.

SIGUCCS online communities facilitate our collaboration after the conference. Be sure to join our email list, Slack Channel, Facebook group, and/or Twitter community (@ SIGUCCS / #siguccs). In addition to these social networking spaces, we offer the opportunity to reconnect every month through either the Book Club (come read with us) or professional Meetups on Zoom. Information about these opportunities to connect are sent through the various social channels.

Learn more about our new Career Connections program that will begin this summer at the poster session. This program is open to SIGUCCS members and will offer focused topics led by seasoned SIGUCCS professionals. This replaces the mentoring program by offering specific topics of focus in a workshop-style Zoom session. If you are looking to grow your skills, this might be of interest to you.

However you choose to participate, SIGUCCS is the place to connect with strong leaders who focus on technical excellence, future-oriented management, and positive

customer experience throughout the year. Well known for the long-lasting relationships professionals develop with each other across the country and around the world, our organization inspires dialogue and innovation.

SIGUCCS is a completely volunteer-run organization. We are always seeking volunteers to support the future of the organization. If you are interested in serving our community by volunteering to assist with a future conference, serve on the executive committee, or provide support in our marketing endeavors, please talk to a current Executive Committee member! We are happy to share our experiences and will encourage you to develop your leadership skills outside of your current role.

As we meet in person for the first time in over three years, it is important to remember the words of Penny Crane. For those of you new to the conference, you don't have to go to every session. And for the old-timers, be sure to go to at least one. The value of the conference is more than just the sessions. Be sure to take advantage of the opportunity to meet new people and talk about your profession. Make connections that you can keep all year long. Networking and community - that is what SIGUCCS is all about.

Lisa Brown
Chair, SIGUCCS Executive Board
University of Rochester

Happy 60th Anniversary, SIGUCCS!

(And happy 50th conference, too!)

50th Conference
60th Anniversary
SIGUCCS 2023

SIGUCCS 2023 Conference Committee

Laurie Fox
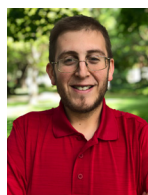Conference Chair
SUNY Geneseo

Miranda Carney-Morris
Program Co-Chair
Lewis & Clark College

Shawn Plummer
Program Co-Chair
Rochester Institute of Technology

Parrish Nnambi
Treasurer, Exhibitor Chair
University of California, San Diego

Eric Handler
Board Liaison
Macalester College

Joanne Lateulere
Conference Management

Terris Wolff
Awards Selection Committee Chair

Kathy Fletcher
Communications Awards Co-Chair
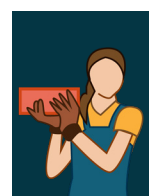*West Virginia University*

Becky Johnson
Communication Awards Co-Chair
Washington University

Becky Klein
Hospitality Coordinator, Sched/Mobile App Co-Coordinator
Drake University

Dan Herrick
Lightning Talk Coordinator
Washington University in St. Louis

Shadi Beidas
Local Arrangements Coordinator
Illinois Tech

Karl Owens
Photography Coordinator
University of Oregon

Beth Lynn Nolen
Poster Session Coordinator, Publications Chair
Indiana University

Max Cohen
Registration Chair
Oregon State University

Kendra Strode
Sched/Mobile App Co-Coordinator
Rollins College, TeamDynamix

Nick Pistentis
Track Chair: Leadership
MSU Denver

Ella Tschopik
Track Chair: Operational Excellence
University of Wisconsin-Madison

Nick Hardy
Track Chair: Technical
SUNY Empire State College

Carol Sobczak
Volunteer Coordinator
University of Maine System

Scott Trimmer
Webmaster
Cuyahoga Community College

Conference Chair Welcome

ChatGPT Wrote my Conference Welcome

Dear attendees,

On behalf of the organizing committee, I would like to extend a warm welcome to all of you to our conference. We are thrilled to have such a diverse and talented group of attendees, and we hope that you will find the conference to be both educational and enjoyable.

Over the next few days, we have a packed schedule of keynote presentations, panel discussions, workshops, and networking events. Our keynote speakers are at the forefront of their respective fields, and we are confident that their insights and experiences will be invaluable to all of us.

In addition to the formal conference programming, we encourage you to take advantage of the opportunity to connect with your peers and build new relationships. The conference provides a unique platform for the exchange of ideas and the sharing of best practices, and we encourage you to actively participate in these discussions.

Laurie Fox
2023 SIGUCCS Conference Chair

Finally, we would like to thank our sponsors and partners for their generous support, as well as the organizing committee for their tireless efforts in putting this conference together.

We hope that you will have a wonderful and productive time at the conference, and we look forward to seeing you all in the coming days.

We have reached several milestones in 2023 that are worthy of great celebration. This is the 60th anniversary of the founding of SIGUCCS and the 50th annual conference event. The world around us changes at breakneck speed – today I am having fun with an AI chatbot that wrote a delightful (if a bit impersonal) welcome to what I expect will be a great conference. (Prompt: write a conference welcome from the conference chair)

After two years of virtual conferences, we are back together in person. I look forward to connecting with you between the sessions and strengthening the community that means so much to me professionally and personally. Enjoy SIGUCCS 2023 and all Chicago has to offer!

Best regards,

Laurie Fox
Conference Chair

Program Co-Chairs' Welcome

As Program Co-Chairs, it is our great pleasure to welcome you to our 50th Annual Conference! We are thrilled to have the opportunity to gather in-person for the first time since we met in 2019 in New Orleans. Chicago, known for its rich history, vibrant culture, and exciting atmosphere, is the perfect location for this conference!

From the earliest stages of planning our return to Chicago in July 2022, the committee reflected on the special nature of the SIGUCCS community and volunteers and how these connections have helped us grow and progress in our careers. We realized how much we missed the opportunity an in-person conference provides to step away from daily responsibilities and gather together as a community to share lessons learned and discuss challenges and goals.

Shawn Plummer
*2023 SIGUCCS
Program Co-Chair*

The excitement starts with a special Team Pursuit networking event on Sunday evening. Our focus on community continues each day as we start out in general plenary sessions that mix short, engaging "Lighting Talks" with general interest panels. The afternoons are dedicated to smaller breakout sessions where you can dive deeper into topics of specific interest with smaller groups. Continue conversations with new and old friends into the evenings with our Tuesday evening Poster Session, optional outings, and our daily Hospitality Suite.

This program wouldn't be possible without the hard work and dedication of our colleagues presenting their papers, talks, posters, and panels and the team of track chairs and readers who assisted in reviewing session abstracts and optional papers which are available in the ACM Digital Library. Over 80 authors and program committee members volunteered to make this conference possible. We would not have a program without their talent, and energy, and are grateful for their time and expertise.

Miranda Carney-Morris
*2023 SIGUCCS
Program Co-Chair*

We encourage you to immerse yourself in SIGUCCS and Chicago over the next few days and make the most of this opportunity away from your routine. We know you'll come away with ideas and solutions to bring back to your home institution. We also hope to create and strengthen connections to an invaluable professional network to help with achieving your goals.

Let's have a great 50th Conference!

Your SIGUCCS 2023 Program Co-Chairs,

Shawn Plummer & **Miranda Carney-Morris**

Exhibitors

The 2023 SIGUCCS Conference is made possible largely due to the generous support of our exhibitors. On behalf of the conference, we would like to extend our sincere thanks for your support and presence, both of which enhance the entire conference experience.

Attendees face similar challenges and needs at their respective institutions. They come to SIGUCCS knowing there will be the opportunity to engage with exhibitors in a significant dialogue. Often, our exhibitors already have relationships with participating institutions which provide an invaluable foundation for meeting new potential clients.

We hope you enjoy the experience and we appreciate your support.

— The 2023 SIGUCCS Conference Exhibitor Team —

2023 Conference Exhibitors

Visit our exhibitors in the Great Lakes Foyer!

Monday: 11:30 am – 4:00 pm
Tuesday: 11:30 am – 3:00 pm; 7:00 pm – 9:00 pm
Wednesday: 11:30 am – 4:00 pm

Lightning Talks & Poster Presentations

Lightning Talks

Monday 3/27 10:30 – 11:30 am
Great Lakes Grand Ballroom

My 2022 SIGUCCS Report
Laurie Fox

SIGUCCS User Support Academy
Karl Owens

Careful or Correct?
Becky Klein

A Lightweight Abnormal Behavior Detection Mechanism by Stray Packets Analysis
Yong Jin, Satoshi Matsuura, Takao Kondo, Tatsumi Hosokawa, and Masahiko Tomoishi

Making Accessibility Accessible: Quick Tips for Making Inclusive Contents
Mo Nishiyama

Wednesday 3/29 10:30 – 11:30 am
Great Lakes Grand Ballroom

Surviving an Owner-less Software Implementation Project
Kathryn Fletcher

Doctor Strangelove or: How I Learned to Stop Worrying and Love Robert's Rules of Order
Eric Handler

How We "Mobilized" a Post-COVID Workforce
Jason Dailey

Lessons from a Combined Service Desk
Ella Tschopik

Poster Presentations

Tuesday 3/28 7:00 – 9:00 pm
Great Lakes Foyer

Then and Now: The Evolving Landscape of Technology Training
Beth Lynn Nolen

From Gatekeeping to Building Guardrails: Modernizing Document Management
Mo Nishiyama

An Attempt of On-demand Automated Connection Test Suite for Updating Network Infrastructure
Ayumu Haruta, Hideo Masuda, Hiromi Yamaoka, Tsuyoshi Akiyama, Kazuki Yamamoto, Keisuke Tamai and Sunao Adachi

End of Basic Authentication and Migration to Modern Authentication for Exchange Online
Yoshiaki Kasahara

Gadgets Made for Preventing the Spread of COVID-19 Infection in a Small University
Takashi Yamanoue, Takashi Ozeki and Naoki Kagawa

How to Achieve an Easier, Cost-Effective Hybrid Event Environment: Actual Equipment Cases and its Way to the Future
Kazuhiro Mishima, Hiroki Kashiwazaki and Yoshiaki Kitaguchi

Implementation and Initial Operation of IDaaS as Integrated Authentication Infrastructure in TUAT
Takahiro Nemoto, Kazuhiro Mishima and Shigeyoshi Aoyama

IPv6 and Network Security Deployment Use Cases
Sho Fujimura and Masaru Okumura

Wireless LAN Operation and Behavioral Inferences from Usage Analysis
Masaru Okumura and Sho Fujimura

Penny Crane Award for Distinguished Service

The **Penny Crane Award for Distinguished Service** recognizes individuals who have made significant contributions to information technology in higher education and to SIGUCCS over a period of many years.

Melissa Bauer

I met John Bucher (Oberlin College, HOF 2002, Penny Crane also 2002) in 2001 when he presented a workshop to my team on Customer Service. He praised the SIGUCCS organization and recommend that I attend. I took his advice and my first SIGUCCS conference was in 2002 in Providence, RI. On the shuttle to the hotel, I met Lynnell Lacy (HOF 2009), a seasoned conference attendee, who told me "if you want to make the most out of your conference experience, you need to get involved! We always need volunteers." When I expressed my doubts about getting involved, she said "Don't worry, we'll having you running a conference in no time at all!" Sure enough, eight years later, I did just that.

SIGUCCS has been a significant part of my life for a long time. Professionally and personally. I've made so many professional connections that were invaluable to successes I've had in my career. The networking opportunities, not only at the conferences but with the many other opportunities that SIGUCCS provides with email lists, social media groups, mentoring, online seminars and even social events continue to provide invaluable wisdom in this ever-changing world of technology. I have met some of my dearest friends through SIGUCCS that as we retire and move on other phases of my life, these friendships will continue.

I am deeply honored to be the 2022 recipient of the Penny Crane Award and join the ranks of people I've looked up to and admired throughout my association with SIGUCCS through the years.

2023 Communication Award Winners

Category 1 – Computing Services Public/Mobile Website
Best of Category: *UAB IT Website,* University of Alabama at Birmingham

Category 3 – How-To Guides (Print or Electronic)
Best of Category: *Kaltura: Recording your screen using Kaltura Personal Capture,* Indiana University

Category 5a – General Service Promotional Materials
Best of Category: *Next Generation Aggie Network*, Texas A&M University

Category 5b – General Services Campaign Materials
Best of Category: *Information Security is a Team Sport,* University of Alabama at Birmingham

Category 6a – Short Promotional Video
Best of Category: *UKY iPad Initiative 2022*, University of Kentucky

Category 6b – Long Promotional Video
Best of Category: *New Student Conferences – Technology Services Video Presentation*, Texas A&M University

Category 7 – Use of Social Media
Best of Category: *UAB IT Giphy,* University of Alabama at Birmingham

2023 Hall of Fame Award Winners

Kathy Fletcher

"I am pleased to achieve the honor of becoming a member of the SIGUCCS Hall of Fame. Over the years, I have grown as a professional from attending and writing papers for the annual SIGUCCS conference and have benefitted from all of the great advice I received from SIGUCCS mentors. I deeply appreciate the connections and friendships I have made with SIGUCCS members over the years."

Tom Gerace

Reflecting on his first conference, Tom noted that he was "surrounded by people who understood what he did" and he "knew he MUST attend the following year". Tom was told that he must write a paper and make a presentation at the conference for the trip to be funded, and so began a history of SIGUCCS publications and presentations beginning in Reno, Nevada in 1984 and continuing to this current year's conference.

Kendra Strode

Kendra started attending SIGUCCS in 2010 in Norfolk, VA and was hooked – it was a vibrant community of peers who "get it" and understood the punchline of jokes about particularly unusual support cases that cross the higher ed helpdesk door. Not only that, but SIGUCCS provided a space to grow and learn that didn't assume you wanted to be a manager or leader.

Scott Trimmer

"I have given and received much from SIGUCCS, but I am both humbled and at a loss for words at being selected to join the SIGUCCS Hall of Fame. I would not be who I am as a person, leader, parent, or spouse without the guidance, friendship, and mentoring I've received from SIGUCCS over the years."

Congratulations to all of this year's award winners!

Conference Schedule Highlights

For the full schedule of events, check out Sched at https://siguccs2023.sched.com/

Sunday 3/26	
6:00 pm – 7:00 pm	Registration desk open
7:00 pm – 9:00 pm	SIGUCCS 2023 Team Pursuit Welcome Event
8:00 pm – 12:00 am	Hospitality suite open *serving soft drinks, juices, cookies, and fruit*

Monday 3/27	
8:00 am – 5:00 pm	Registration desk open
8:30 am – 9:15 am	Continental breakfast
9:15 am – 11:30 am	**Opening Plenary** • Conference Welcome • SIGUCCS Awards • Lightning Talks
11:30 am – 1:30 pm	Lunch on your own
1:30 pm – 5:00 pm	Sessions - view Sched for more details!
6:00 pm	Chicago Landmark Tour (if purchased during registration)
8:00 pm – 12:00 am	Hospitality suite open *serving soft drinks, juices, cookies, and fruit*

Tuesday 3/28	
8:00 am – 4:00 pm	Registration desk open
8:30 am – 9:15 am	Continental breakfast
9:15 am – 11:30 am	**Plenary: Leading Through Disruption and Change** • CIO Panel • Discuss IT

Conference Schedule Highlights

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Tuesday 3/28	
11:30 am – 1:30 pm	Lunch on your own
1:30 pm – 4:00 pm	Sessions - view Sched for more details!
4:00 pm – 6:00 pm	Taste of Chicago in Aster Hall (additional cost)
7:00 pm	Poster session and dessert reception
8:00 pm – 12:00 am	Hospitality suite open *serving soft drinks, juices, cookies, and fruit*

Wednesday 3/29	
8:00 am - 11:00 am	Registration desk open
8:30 am – 9:15 am	Continental breakfast
9:15 am – 11:30 am	**Closing Plenary** • Journey to Leadership Panel • Lightning Talks
11:30 am – 1:30 pm	Lunch on your own
1:30 pm – 5:00 pm	Sessions - view Sched for more details!
8:00 pm – 12:00 am	Hospitality suite open *serving soft drinks, juices, cookies, and fruit*

Continue the conversation during Networking Breaks!

Network with your fellow conference attendees before grabbing a seat at the next session.

Monday - Wednesday, between sessions

Get Connected with

ACM Digital Library Access
Members have access to all SIGUCCS-generated content in the ACM Digital Library as well as discounts on SIGUCCS-related proceedings and CDs.

Discounted Conference Registration Fees
SIGUCCS Members receive a discounted registration fee for the annual conference.
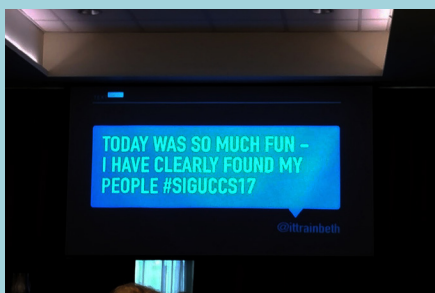
Online Discussions
SIGUCCS provides e-mail discussion lists for ongoing communication and collaboration between people who are interested in discussing user services issues. Members are also encouraged to join the SIGUCCS online community to participate in forum discussions, and keep in touch with SIGUCCS members and ongoing events.

Professional Experience
SIGUCCS members have the opportunity to gain valuable professional experience through volunteer opportunities such as serving on conference organizing committees and Board-appointed committees.
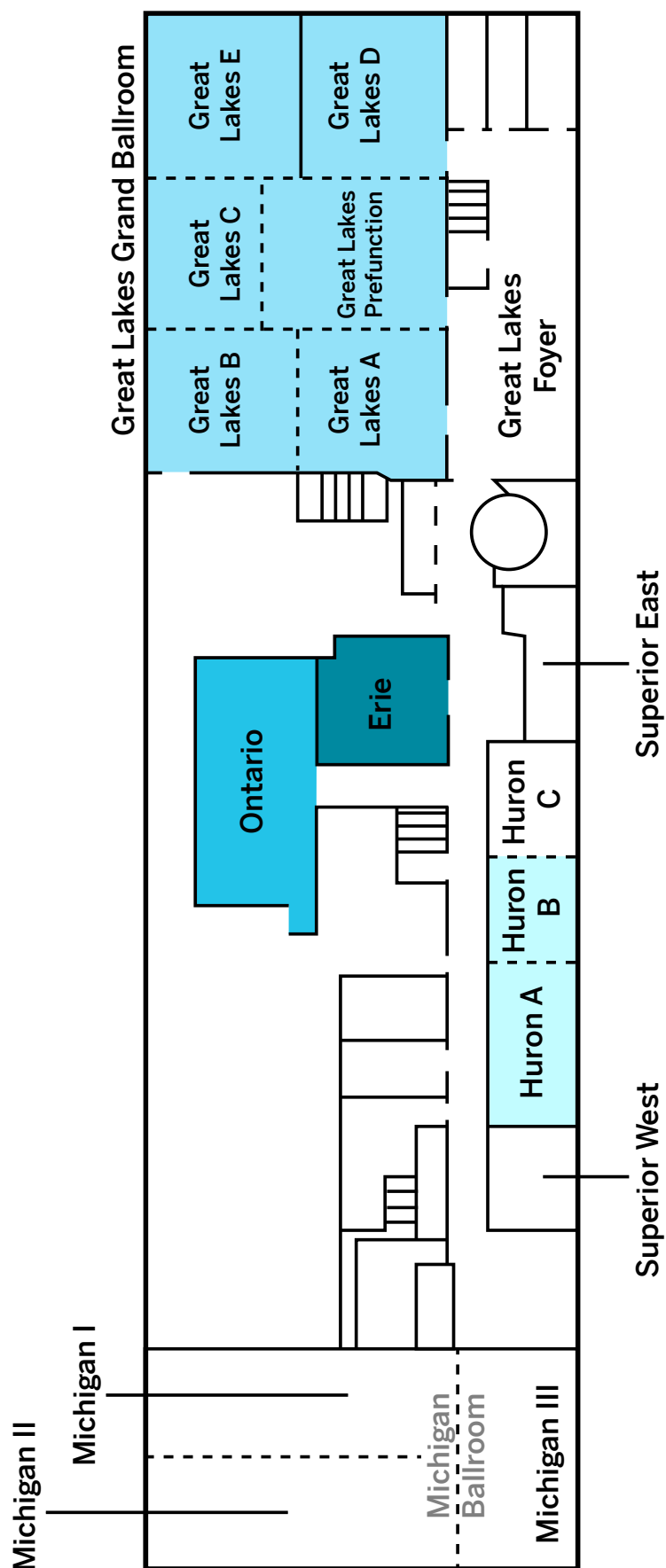
Interpersonal Networking
Networking is vital in every profession. It stimulates new ideas, refines thinking, and leads to the exchange of ideas and mutual solutions to problems. SIGUCCS offers you the opportunity to network with colleagues to find solutions for the same challenges you face.

membership only costs

$25 per year

If you have questions regarding your SIGUCCS membership, e-mail: **ACMHelp@acm.org**

Meeting Space Map – Westin Michigan Avenue

Great Lakes Grand Ballroom

Great Lakes E

Great Lakes D

Great Lakes C

Great Lakes Prefunction

Great Lakes B

Great Lakes A

Great Lakes Foyer

Superior East

Ontario

Erie

Huron C

Huron B

Huron A

Superior West

Michigan I

Michigan II

Michigan Ballroom

Michigan III

Notes

Notes

SIGUCCS 2023
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