Meet the Board for 2011-12

Once again ACUTA welcomes its new Board of Directors, who will assume their roles at the end of the Annual Conference, April 6.

Current President Matt Arthur, Washington University in St. Louis, will assume his new position as Immediate Past President. President-elect Joe Harrington, Boston College, will step into the role of President for 2011-12. The new President-elect is Jennifer Van Horn, Indiana University. Riny Ledgerwood, San Diego State University, will step back into the position of Secretary/Treasurer.

Newly elected Directors-at-Large are Randy Hayes, University of Northern Iowa, and Mark Reynolds, University of New Mexico. Walt Magnussen, Texas A&M, and Matt Fuoco, University of Kansas Medical Center, continue the second year of their terms as Directors-at-Large. Mike Palladino will enter his second term as the appointed Director-at-Large.

Congratulations to all those who were elected, and thank you to all who sought an opportunity to serve. Serving the association requires commitment and dedication, and is especially commendable at this time as most campuses are still clearly focused on their bottom line. ACUTA's volunteer Board is a very active Board with a vital role to play in the success of the organization.

40th Annual ACUTA Conference & Exhibition • April 3-6, 2011 • Orlando, Florida

Congratulations to Odalys Diaz of Florida International University
Winner of a Free Hotel Stay at the Hilton Bonnet Creek!
Register today! www.acuta.org/sc11

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One of the major challenges that campuses and other enterprises will soon face—if not this year, then certainly by 2012—is how to deal with tablets, the newest wave of "devices" that combine pretty much all the important features of a smartphone and e-readers with computing power and a work-friendly interface.

Integrating these devices into the network, in light of security concerns, wireless network capacity, disparate operating systems, and other issues, is going to become essential. It used to be that business use and applications drove consumer use (fax and e-mail as prime examples), but now things are moving in the opposite direction. And consumers are definitely enthused about tablets.

While some tablet makers are targeting enterprises, recognizing and addressing the above-mentioned concerns, many are focused on the consumer, who will eventually expect to be able to bring the tablet to your campus anyway and use it as a hybrid work and personal device.

Perhaps you run your campus network with an iron hand, where no one connects anything except approved devices, adhering to all the appropriate rules and procedures. We suspect that you don’t, however, and that you have to make certain accommodations. Life is usually like that.

If you haven’t had to deal with this yet, you will before long, as we said earlier. Preparation is essential. As Forrester Research analyst Ted Schadler, who blogs about “content and collaboration,” explained, you would be well advised to “build flexibility into your device security and management platform, application development strategy, carrier selection, reimbursement practices, and dual-use or employee-provisioned policies.”

To establish what kind of flexibility you will need, one approach is to aggressively do your homework when it comes to the tablets on the market. Learn all you can about them, perhaps test them, and find out what kinds of challenges—or even opportunities, if you want to look on the bright side—they represent for you and the network.

On a personal note, about a year ago, Pat Scott of ACUTA and I discussed pulling the plug on Tech Talk, since I have been writing this since the fall of 2002. I did the math and told her I’d keep going until I had reached Column #100, since I like round numbers almost as much as I like catchy acronyms. This is the hundredth Tech Talk, so it’s time to hang up the keyboard.

Before I go, let me say that I have been affiliated in one way or another with ACUTA since 1988, and I have the greatest respect for the organization and the people in it. You have a tremendously challenging job making sure that information and communications keep flowing, and I am always impressed at how good a job you do. I only hope that over the course of 100 columns I have been able to at least occasionally enlighten you, inform you, and make you smile.

EDITOR’S NOTE: For everyone who has read, enjoyed, and benefitted from Kevin’s column lo these many years, you surely share my respect and appreciation for all the time and energy he has devoted to this project. When the idea was first conceived—a request from the ACUTA Board to bring information about what was on the bleeding edge of technology—Kevin was the first person who came to my mind. He is obviously a terrific writer, does his research well, punctuates his work with humor as well as humility, and, frankly, is one of the nicest guys I’ve ever worked with. My personal hat, as well as my ACUTA hat, is off to him, and I look forward to working with Kevin and his wife Kristine at Dux PR on other projects in the future.
Recognizing that so much more of our daily interaction, from simple meetings to more advanced continuing education, is happening online, ACUTA in 2011 is moving to leverage that trend. We are enhancing our online capabilities to make it easier for you to learn, network, and better serve your institution through your membership.

The most immediate example is a major change to our ongoing webinar series that will include four free webinars each year as part of your annual membership. Beginning this fall, we will offer these webinars to any and all appropriate personnel at your school, expanding the educational opportunities and providing even greater value for your membership investment.

The goal of ACUTA has always been to maximize the sharing of information to everyone's benefit. We understand that ACUTA members face time and budget challenges that make it difficult to travel to in-person events. By leveraging online resources, from webinars to the online ACUTA Community, the online Membership Directory, this newsletter, and more, we can put more information and networking opportunities literally right at your fingertips.

These efforts are all designed to provide the most timely, solid, and actionable information to help you solve problems, better deliver services to your school, and advance your own career. These are the same goals ACUTA has had since its inception.

As far as the free webinars are concerned, we are still developing the subject matter for them and invite your input regarding topics and approach. We want to offer content that will mean the most to you and the people you work with. Please send your suggestions and thoughts to Donna Hall at dhall@acuta.org.

For more than four decades, ACUTA has delivered an exceptional value to members. As the only association dedicated to information communications technology professionals in higher education, we understand your challenges and opportunities. In our move to serve you better online, we will continue to offer an unparalleled mix of targeted programming, content, and events designed to provide opportunities for networking, learning, and professional development.

Eight sessions from the Winter Seminar were recorded and are available from the ACUTA e-Store. If you missed this event or if you just want the opportunity to review the information in the comfort of your own office, we have made the CD/DVD available for purchase.

Sessions include:
- The Next Access Network Revolution
- Regulatory & Other Issues Affecting DAS & Signal Boosters
- The Communications Environment: Having a Plan Really Works
- Shaping Higher Education's Cloud Future
- Implementing Unified Communications at Marquette
- Deploying Wireless in a Highly-Distributed University Campus
- Where is the Telephone Industry Headed?
- A Deep Technical Dive into Penn's Open Source VoIP Project

The CD/DVD comes in a high-quality Windows Media video format that can play on your laptop or desktop computer. The cost is $189/members or $219/nonmembers. Benefits include:
- More than 8 hours of high-quality video and audio on a single CD/DVD disc
- Handouts of several sessions included on same disc in Adobe Acrobat PDF format
- No Internet connection required for viewing video
- Portable and archivable for long-term viewing and review
- Can be copied to any portable device that accepts Windows Media video files
From ACUTA Headquarters

20 Years
Sandy Collier, Shepherd Univ.
Diane Delie-Pietra, Univ. of Miami
George W. Ellis, Univ. of South Florida
Melvin Fong, Univ. of the Pacific
Danny Grayer, The Claremont Colleges
William Gruszka, Georgia State Univ.
Floretta J. Johnson, St. Charles Comm. College
Steve Olsen, Taylor Univ.
Steve Patton, Univ. of Texas at Dallas

15 Years
Mike Abney, Univ. of Tenn. at Martin
Emily Anselmi, Penn State
Keith Ashton, Univ. of Auckland
Nancy L. Austin, Univ. of Southern Maine
Richard Benson, RCOO, Univ. of Idaho - ITS
Mary J. Blair, Univ. of Michigan
Jerry Bryan, Pellissippi State Technical Comm. College
William L. Buchanan, Bethel Univ., Minnesota
Dr. Robert E. Cape, Ph.D., College of Charleston
Courtney Carpenter, College of William and Mary
Steve Chor, Westminster College - Missouri State
Scott Cleaver, Cal. State Univ., Chico
Timothy Cotton, Indiana State Univ.
Susan Crochet, Louisiana State Univ and A&M College
Mary Anne Czyz, Towson Univ.
Seamus Doran, Ramapo College of New Jersey
John Dubach, Univ. of Massachusetts - Amherst
Ellen D. Duncan, College of Charleston
Joseph Dyson, Wells College
John R. Farrell, Jr., Union Co. College
Felecia J. Flack, Northern Michigan University
Keith Franger, Texas A&M Univ-Corpus Christi
Shara L. Gorman, Univ. of Tenn. at Knoxville
Doug Hartlue, Univ. of Cal. Santa Cruz
Brenda Helminen, Michigan Technological University
Stephen Herold, Susquehanna Univ.
Catherine Isenberg, Univ. of Wisconsin - Madison
Dr. Andrew C. Lawlor, Edinboro Univ. of Penn.
David E. Lewis, Univ. of Rochester
Jason D. Mader, Marietta College
Rebecca Markland, Indiana Univ - Purdue Univ at Indianapolis
Robert A. Mays, Villanova Univ.
Richard McCready, Wayne State Univ.
Patrick D. Miller, Alliant International Univ.
Amy S. Moore, Morehead State Univ.
Joseph Petragragni, Saint Joseph's Univ.
John S. Rankin, Wichita State Univ.
Neil S. Sachnoff, Middlesex Co. College
Melanie Scapa, Fairleigh Dickinson Univ.
Gillian Schneider, Samford Univ.
Carole S. Sedlock, Univ. of Toledo
Tammy Stockton, Univ. of Washington
Neil Sturm, Fairleigh Dickinson Univ.
Cherie Wheatley, Univ. of the Virgin Islands
Elizabeth J. Williams, Keene State College
Daniel Wilson, Binghamton Univ.

10 Years
Catherine Albertson, Johnson & Wales Univ.
Marlene Alley, Marshall Univ.
Nancy Alpert, Phillips Academy Andover
Charles Bell, Univ. of West Florida
Donna Blankenship, Sinclair Comm. College
Eric E. Breese, DePaul Univ.
Monica Brennan-Coles, PMP, The Univ. of Western Ontario
David Carr, Northwestern Univ.
Nancy Correa, Comm. College of Rhode Island
Denise Culbertson, Community College at PATEC Company
Paul Davis, Stephen F. Austin State Univ.
Paul Dupree, Austin State Univ.

ACUTA is pleased to recognize the following individuals who have been designated as ACUTA representatives from their institution or company for a number of years. We congratulate you, and we appreciate your contribution to ACUTA.

If you expect to see your name on this list and do not, please contact Michele West at mwest@acuta.org.

If you are attending this year's Annual Conference in Orlando, please be sure to come to the front of the room at the end of Tuesday's general session to have your picture taken. Anniversary pins are placed in portfolios for those in attendance at the Conference and are mailed to those who cannot attend.

Jeri Semer, CAE
ACUTA Executive Director
jsemer@acuta.org

Members Celebrate ACUTA Anniversaries

35 Years
Michael Gruner, Vantage Tech. Consulting Group
L. Steve Harward, UNC, Chapel Hill

30 Years
Suzanne Leahy, Univ. of Florida
W. William Ottick, Washington Univ. in St. Louis
James A. Shea, Boston Univ.
David W. Tindall, Seattle Pacific Univ.

25 Years
Steven L. Ellis, Univ. of Notre Dame
Gary English, Purdue Univ.
David R. Krabill, Central Michigan Univ.
Christine Mulvey, Marist College
Kathy Wachowiak, Univ. of Wisc., Stevens Point

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Jerry Bryan, Pellissippi State Technical Comm. College
William L. Buchanan, Bethel Univ., Minnesota
Dr. Robert E. Cape, Ph.D., College of Charleston
Courtney Carpenter, College of William and Mary
Steve Chor, Westminster College - Missouri State
Scott Cleaver, Cal. State Univ., Chico
Timothy Cotton, Indiana State Univ.
Susan Crochet, Louisiana State Univ and A&M College
Mary Anne Czyz, Towson Univ.
Seamus Doran, Ramapo College of New Jersey
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Brenda Helminen, Michigan Technological University
Stephen Herold, Susquehanna Univ.
Catherine Isenberg, Univ. of Wisconsin - Madison
Dr. Andrew C. Lawlor, Edinboro Univ. of Penn.
David E. Lewis, Univ. of Rochester
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ACUTA eNews: March 2011

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The Board met via conference call on February 2, 2011 and approved the following items.

- Monthly Committee Minutes and Reports
- Committee Appointments
  - Mentoring/Career Development Subcommittee: Simeon Ananou, Slippery Rock Univ.
  - Corporate Liaison Committee Chair: Chad Schumacher, PosTrack Technologies
- Monthly Collaboration Report
- Membership Recruitment Report
- Report of FCC Activities: Walt Magnussen
- 11/30/10 Financial Statements
- CLC Request to Waive Annual Conference Registration Fee for User Group Coordinator
- Program Content Committee meeting to be held on Sunday at the Annual Conference.

The Board also confirmed that the dues increase will take effect May 1, 2011.

Respectfully submitted,

George Denbow
ACUTA Secretary/Treasurer

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Board Report

December

George Denbow
Univ. of Texas, Austin
ACUTA Secretary/Treasurer

gge.debow@mccombs.utexas.edu

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From the Young Professionals Subcommittee:

New to ICT or Not, ACUTA Members Are All Busy!

ACUTA's Young Professionals Subcommittee recently polled a sampling of members to determine how those who had been in the field of information communications technology in higher education for more than 10 years might differ from those who were newer to the profession on some key issues.

In our sample, our more experienced respondents had been in our field for anywhere from 11 to 32 years, most of them 20 years or more. Our other group typically had 5 to 7 years in ICT.

When asked to identify their biggest challenge on the job, several of the more experienced group responded that keeping up with technology and its impact on the organization was an ongoing challenge. As one respondent put it, “Devices, user preferences, and needs are evolving much quicker these days. Wireless used to be the auxiliary network, now it is preferred... Internet bandwidth needs triple every two years... Cell phones have evolved into full-functioning computer data devices... the biggest challenge is anticipating where this all leads us three to five years from now.”

Other issues they faced included rates and funding, alternatives such as Skype and Magic Jack, staffing and HR issues, and customer service. A number of the more experienced group also indicated that finding time for professional development was something of a challenge.

Among those who had not been in ICT for as long, no single issue of concern stood above all the others. This group cited funding for IT services, organizational and communication issues, and time management as chief concerns.

We asked what was currently on their plates, and we got a variety of replies from both groups. The more experienced cited: phone rate restructuring, customer service/support, VoIP, DAS, strategic planning, emergencies during bad weather, HR/personnel issues, implementing new applications, wireless, and leadership training. Those with less experience were facing budget issues, VoIP, provisioning new construction, strategic planning, troubleshooting, and “working out the kinks of implementing a new system.”

When asked about professional development, in-person methods were clearly rated the most effective learning strategy for both groups. A few indicated virtual/online programs complete with demonstrations could be effective. As one person put it, “The best way for me is in-person, but I’m going to have to get used to virtual/online.”

The small sampling we conducted doesn’t prove that being in ICT in higher ed for a long time changes the issues that are important to us, but it does give us some insight into how busy ACUTA members really are. Seems like a good indication that the need for well-qualified professionals isn’t going away, and that’s a good sign in our current economy!

IT’s Funny!

"I never noticed that before ... no wonder we're always buried in paperwork."

Thanks to Cartoon Resource for allowing us to share their cartoons with you. If you like them, let me know (pscott@acuta.org). If you have a use for cartoons yourself, let them know at licensing@cartoonresource.com.
Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- **Pew Internet - Technology Profile of Americans with Disabilities**:  
- **NTIA - USF Contribution/Distribution—Fiction & Facts**:  
- **Akamai — Quarterly State of the Internet Report**:  
  http://www.akamai.com/stateoftheinternet/
- **Europa eHealth in the European Union**:  
- **NECA & Others - Implementing Connect America Fund (CAF)**:  
- **Paetec - Self Help and Intercarrier Compensation Reform**:  
- **Lincoln Institute -- Payments in Lieu of Taxes (PILOT)**:  
- **TrustWave - 2011 Global Security Report**:  
  https://www.trustwave.com/GSR
- **NIST - Security Guide to Full Virtualization Technologies**:  
- **Free Conference Call - Traffic Pumping/Access Stimulation**:  
- **OECD - Geomagnetic Storms & Communications**:  
- **OECD - Reducing Systemic Cybersecurity Risks**:  
- **CSIS - Cybersecurity for the 44th Presidency: Cybersecurity Two Years Later (January 2011)**:  
- **Securing Cyberspace for the 44th Presidency (Initial Document 2008)**:  
  http://csis.org/files/media/css/pubs/081208_securingcyberspace_44.pdf
- **GSMA-SMS Spam/Mobile Messaging Attacks Report: Overview of GSMA Spam Reporting Service**:  
- **Sms Spam/Mobile Messaging Attacks Introduction, Trends, Examples**:  
  http://www.gsmworld.com/documents/srs_attacks_threats.PDF
- **EDI - ISPs-Slide From Self-Regulation to Corporate Censorship**:  
- **Pew - Latinos and Digital Technology, 2010**:  
- **U.S. Commerce - Contraband Cellphones in Prison**:  
- **NMRC - Subsidized Cellphones Can Assist the Poor**:  
- **NTIA/FCC - National Broadband Map**:  
  http://www.broadbandmap.gov/
- **NTIA - Digital Nation Report**:  

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### ACUTA 2011 Event Calendar

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Location</th>
<th>Details</th>
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| **Annual Conference**  | April 3-6  | Orlando, FL       | **Summer Seminar**  
  **July 17-20**  
  **Baltimore, MD**  
  **Hyatt Regency**  
  1. To Eternity & Beyond—Emerging ICT Technologies  
  2. Funding ICT Services—No Free Lunch  
  **Fall Seminar**  
  **October 9-12**  
  **Boston, MA**  
  **Boston Park Plaza**  
  1. Emergency Communications Management  
  2. Supporting Users Communicating on the Move |
| **Winter Seminar**     | January 22-25 | Palm Springs, CA  | **Renaissance Esmeralda Topic TBA**                                                                                                   |
Board of Directors 2010-11

BOARD OF DIRECTORS
President .................. Matt Arthur, Washington Univ. in St. Louis
President-Elect ............. Joe Harrington, Boston College
Sec./Treas. .................. George Denbow, Univ. of Texas, Austin
Imm. Past Pres. .......... Buck Buchanan, Florida State Univ.
Directors-at-Large ...... Matt Fuoco, Univ. of Kansas Med. Ctr.;
Ron Kovac, Ball State Univ; Riny Ledgerwood,
San Diego State Univ.; Walt Magnusson, Texas A&M;
Michael Palladino, Univ. of Pennsylvania

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Higher Ed Advisory Panel .... Pat Todis, Northwestern Univ.
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Program/Content .......... Ric Simmons, Louisiana State Univ.
Publications/Media ......... Jeanne Jansentius, Sewanee,
The Univ. of the South

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Mentoring/Career Dev. ...... Carolyn Lightfoot, Lee College
Online Learning & Communities ... Mark Reynolds,
Univ. of New Mexico
Publications Development ... Buck Bayliff, PCT
Social Networking, New Media & Web Resources ........
Adrienne Geralds, Rutgers Univ.
Young Professionals .......... Jana McDonald, Texas A&M Univ.

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Executive Director .......... Jeri A. Semer, CAE
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Manager, Finance & Administration .. Tom Campbell
Manager, Professional Development .. Donna Hall
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Manager, Membership Services ...... Michele West
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ACUTA eNews is published electronically 12 times per year by ACUTA, The Association
for Information Communications Technology Professionals in Higher Education,
a nonprofit association. Send material for ACUTA eNews to Pat Scott,
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40503-2486; ph. 859/278-3338; fax 859/278-3268; e-mail pscott@acuta.org. Copyright ©2011 ACUTA

Welcome New Members

Institutional Members

Empire State College, Saratoga Springs, NY. T4
Dave O'Neill, Vice Pres. for Integrated Tech. (518/587-2100)........ david.o'neill@esc.edu

Corporate Affiliate Members

Advanced Call Processing, Inc., Carlsbad, CA............................. www.acpus.com
Robert Simpson, President, 760/517-2301 (rsimpson@acpus.com)
We sell and support AVST voicemail systems and develop IVR applications
on the same Calixexpress product. We also sell and support interactive intelligence products (VoIP PBX).

Common Voices, Inc., Sommerville, MA................................. www.commonvoices.com
Thomas Ellam, Sales director, 617/286-1600 (tellam@commonvoices.com)
Common Voices, a communications software and professional services company, develops voice, video,
& enhanced services applications for next-generation VoIP, wireless & wireline carriers to solve cus-
tomer service challenges and generate new sources of revenue.

Check It Out:
Press Releases, Job Postings, RFLs/RFPs,
Special Deals, and Corporate Webinars

The ACUTA website is a useful tool for communicating with other members,
whether you've got some exciting news to share, a position to fill, or a proj-
et for which you need a vendor. Check the website for the latest postings
frequently. Here are items that have been posted since our last eNews.

PRESS RELEASES
• 911 ETC Announces New Partnerships with Avaya Platinum Dealers Quagga and XETA Technologies
• Blackboard Wins Top Honor in Prepaid Card Awards
• Oberton, Inc. Announces New Wall Bracket Mount for Wireless Access Points
• AT&T Learning Studio Opens at Abilene Christian University
• Talk-A-Phone Introduces a New Communications Module for Mass Notification Systems
• Hospital Wireless Installations Must Consider Disease Control: Oberton, Inc. Enclosures Prevent Intrusion into Air-Handling Space
• Optelian Partners with Bharat Electronics Ltd. of India
• Optelian Announces New Carrier-Class Ethernet Aggregation Card with OTN Transport Capability
• OETC Partners with e2Campus for Emergency Notification

JOB POSTINGS
Help your colleagues who are looking for work! To send job postings, go to www.acuta.org.
Click on one of the jobs listed there and you will link to the jobs we have now and a link
where you can post a job.
• Senior Web Programmer/Analyst, Ashland University, Ashland, OH.

RFLs/RFPs
No new RFLs have been posted this month. Submit yours today!

SPECIAL DEALS!
Watch the website for more new Special Deals!
• HP Networking Cisco Trade-In Promotion

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS
Many free webinars are available through ACUTA Corporate Members. Check the website at
www.acuta.org/corporatewebinars to see what is currently available. (Corporate members
email Amy Burton at aburton@acuta.org to get your free webinars listed.)