ACUTA eNews June 2011, Vol 40, No. 6
Jeri, This One’s for You...

Each of us has a fond memory of Jeri, whether it’s her contagious smile and interested tilt of her head welcoming a first-time attendee to an ACUTA seminar or conference or eloquently introducing a speaker at the Strategic Leadership Forum or a motherly reprimanding glare at a Board member who chose to sit in the back of the room on the day he/she was to be presented on stage. I had the good fortune to know Jeri for 17 years—since she first began as ACUTA’s Executive Director. Our friendship and my respect for her grew, watching how she injected professionalism into ACUTA and molded the organization little by little, always giving credit to the elected officials.

I knew how much respect ACUTA’s professional staff had for her, but it wasn’t until I attended my first CHEMA (The Council of Higher Education Management Associations) meeting as ACUTA President that I saw how other executive directors admired her and deferred to her. That was in Louisville, Kentucky, following on the heels of the Kentucky Derby in May 2008. Not only did the city and the Louisville Downtown Marriot, the historic, elegant Brown Hotel and the River Walk unfurl their red carpets for us, Mayor Abramson welcomed us on the plaza to the awesome Muhammad Ali Center. In between the gala events much association-sharing occurred. Not only was I awed by my introduction to the vast possibilities of Web 2.0 and how classroom glass ceilings were opened, but I began to take note of the extensive association network Jeri had developed.

We became a true team that year, working and learning together and sharing plans for the future. Jeri, in her quiet, always supportive, encouraging manner, seemed delighted with my different way of looking at things. And under her tutelage, what President could not flourish?

And what I’m going to tell you next, not even I could believe ... but it’s true.

Jeri and I spent our last afternoon in Louisville at Churchill Downs on Millionaires’ Row. She smiled when I wore a big, wide-brimmed hat, but wasn’t really surprised. We enjoyed the anticipation and simulation of the Kentucky Derby, complete with delicious fare and much informal networking. And then it was time for the race we’d been waiting to see ... the 8th race with its 5th horse, named Corinne, was over so quickly. And the result? Corinne was the winner ... I know, it IS hard to believe; yet, with a trainer named Jeri, how could anyone possibly lose?

Jeri, This One’s for You ...

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**NextG Networks**

Find out why many of America’s top universities use NextG to help improve the performance of cellular networks on their campus.

Visit us at nextgnetworks.net
On April 27, 2011, tornado warnings were issued multiple times. The National Weather Service meteorologist forecasters’ main concern for the incoming storm systems was the potential to spawn “long-tracking, strong tornadoes” across the plateau and valley regions of southeast Tennessee, northeast Alabama, and northwest Georgia.

The storms were expected to hit the Cumberland Plateau between 3 and 6 p.m., the Tennessee Valley between 5 and 8 p.m. There was a 70 percent chance of seeing a tornado on Wednesday. This normally ranges from 15 to 30 percent, indicating an extremely dangerous situation.

Although Sewanee did not take a direct tornado hit, tornadoes in Alabama, Mississippi, and southeastern middle Tennessee caused TVA to lose its ability to supply power to the entire county when hundreds of its power transmission lines and several generators were taken out of service by the storms. This damage resulted in TVA having limited generation and transmission capacity to serve some of their distributors, including Duck River Electric’s Franklin County substations. This put the University of the South and the surrounding area without power for over 18 hours.

Years of planning paid off when it came to keeping the university communications up and running. Phone service, wireless network, and the data networks never missed a beat. When the power went out, our generator kicked in, which kept our services up and running. This is not the first time that our phone service has weathered long-term outages, but it was the first time our network used the generator to keep data services connected.

McClurg Dining Hall, planned as an emergency location and powered by a generator, stayed open during the power outage. Not only was this location a place for food and light, but it became a place where students gathered for their social networking with friends and family. It was noted by ITS staff that 81 students were logged onto the wireless network. During a walk through, it was discovered that students were watching Netflix, watching video on YouTube, sending and receiving e-mail and writing papers. In short, things just worked and all our planning paid off.

Moving forward, we plan to enhance our services by implementing FMC (fixed mobile convergence) so students will have the capability to use their cell phones via our WiFi network during times of no cellular service or during an emergency when cellular service is over utilized.

This week ACUTA is launching five new online forums. The opportunities for you to network with your peers online have just been significantly enhanced.

We’re building on rich discussions that began at the Annual Conference. Now we’re inviting anyone with an ACUTA member university or company to join the discussion. Several ACUTA members will “champion” each forum and moderate the discussion.

Here are the hot topics we’ll address in our first online forums:

1. IPv6. Share how you are addressing the challenges of implementing IPv6 (e.g., migration roadmaps, applications, user tracking). http://community.acuta.org/ipv6
3. Project management. Share tips and resources to use project management best practices in higher education ICT to improve productivity. http://community.acuta.org/project
5. Communications. Share advice and documents on personal development and cultural topics such as communication skills, presentation skills, role management, strategic thinking, and help desk management. http://community.acuta.org/communications

continued on page 3
Our online forums are available in the ACUTA Community where the Telecom Listserv is housed. Each forum will offer an e-mail listserv, blog, and library where resource documents can be shared.

If you already have an ACUTA logon and password, you can go the URLs listed above, logon, and click the link titled “Join Now.”

If you do not have logon credentials, click on “Create a New Account” and the ACUTA website will search for your name in our member database. Please invite colleagues to join one or more of the discussion groups, even if they haven’t been active in ACUTA before. Anyone with a member university or company can participate. If you encounter any problems creating an account or joining an Online Forum, please call the ACUTA office at 859.278.3338 or e-mail community@acuta.org.

Please participate in this new online community. For everything you contribute, we guarantee you will receive even greater benefits in return. Help us make this community a vibrant and valuable resource for everyone.

If you have any questions or suggestions regarding online forums, contact Donna Hall, ACUTA Manager of Professional Development (dhall@acuta.org).

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**CUPA Salary Survey Results**

The College and University Professional Association for Human Resources (CUPA-HR) recently released results from its 2010-11 Administrative Compensation Survey. Results indicate that with the economy beginning its recovery from the downturn, some institutions are again beginning to award salary increases. The overall median base salary increase in 2010 was 1.4%. In 2009, it was 0.0%. However, data show that increases occurred more frequently at private institutions than public institutions. For public institutions, the median salary increase was again 0.0%; for private institutions, the median increase was 2.0%.

These findings reflect the salaries for 78,118 job incumbents in public and private institutions nationwide. Salaries were reported by 1,256 institutions for 284 selected positions, mostly at the director level and above.

Survey participants included approximately 79% of all U.S. doctorate-granting institutions, 59% of master’s institutions and 36% of baccalaureate institutions. A total of 384 special-focus and two-year institutions also completed this year’s survey. Roughly half (48.5%) of this year’s survey participants are from public institutions and the other roughly half (51.5%) are from private institutions.

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<th>Title</th>
<th>All Institutions</th>
<th>Doctoral</th>
<th>Master’s</th>
<th>BA/BS</th>
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Thanks to our friends at CUPA for providing this information. For the full report visit the CUPA website at www.cupahr.org.
Are you participating in the ongoing discussions on the ACUTA telecom listserv? If you don’t tune in, you are missing some interesting and valuable exchanges—such as this one on battery time for VoIP phones.

Michael Alesi, IT Operations Manager at Molloy College in Rockville Centre, NY (malesi@molloy.edu), wrote, "We are currently in the process of deploying Cisco VoIP phones throughout the college. I am just wondering what other schools are doing regarding power outage. Any policies on how long the phones must be up for? What is the runtime of the UPS?"

Ric Simmons, Deputy CIO and Executive Director at Louisiana State University (rsimmons@lsu.edu), responded, "I suggest you check with your public safety group. Some organizations have policies against personnel staying in a building if the electricity is off (fire code issues). No sense having the phones working if nobody is around, and staff in the building to troubleshoot the electrical problem typically have radios."

Another response came from Geoff Tritsch, Vice President of Vantage Technology Consulting Group (geoffrey.tritsch@vantagetcg.com). "To the best of my knowledge, there is no code for minimum run time in a power failure; however, there may be requirements for certain types of phones (such as elevator or access phones) to operate as long as the building is occupied.

Also, don’t forget that for a VoIP system to operate in a power failure, ALL critical components must be on back-up power—servers, switches, routers, firewalls gateways, etc.

“That being said,” Geoff continued, "I have more than one client who has elected to install VoIP with only minimal UPS. In their case, they felt that the risk was low and the cost was high and that the risk could be mitigated through cell phones and non-VoIP phones in critical locations. It’s all a matter of cost/risk analysis.

“You need to work with senior administration, campus safety, and risk management so everyone understands these issues and the decisions are made by the campus, not Telecom/IT. We need to manage expectations; but even more, we need to re-think how we provide power on campus. Individual UPSs (per TR or piece of equipment) are expensive, inefficient, and limited in scope. We need to come up with better policies for back-up power on a per-building or campuswide basis. VoIP is not the only system which requires reliable power. Video surveillance, access control systems, building management system, alarms, and more are increasingly IP-based and have the same requirements for clean power at all times.

In another instance, someone wrote to the listserv that they had one system and were moving to another. Support had been a big issue for them. Geoff Tritsch responded to that message as well. The rest of this article is Geoff’s response in case you missed it. (Thanks, Geoff!)"

The real issue with VoIP support is not so much that it is an issue, per se, than that it is different from the support one is used to on a TDM system. Much of this is based on the data-centric nature of VoIP and the fact that many of the decision-makers for VoIP are data people rather than voice people. On the data side, it is common for the vendor to drop-ship equipment to the site for the customer to rack-and-stack and configure. On the maintenance side, the customer (IT) usually finds the problem, replaces the defective item from an in-stock spare, and then sends off for a replacement. This is very different from the traditional voice approach of "it-doesn’t-work-fix-it" and "one-throat-to-choke."

The biggest issue is figuring out how to deal with what isn’t covered under “SmartNet” or other similar agreements. The standard data support arrangement is hardware replacement, software updates, and technical support only. The rest is up to you unless specifically negotiated otherwise. This, I find, is the issue of most surprise and concern when making the change to VoIP.

The most common support pitfalls include:
- Not understanding shift of responsibilities in-house
- New troubleshooting procedures
- Data vendors more hands-off
- Additional costs for things that were covered under voice maintenance
- Conditions in the LAN/WAN very dynamic, making management more difficult
- Software glitches are very difficult to find and resolve
- YOUR help desk is now the first line of support
- YOUR IT department is now the first line for break/fix
- Security is a new concern
- Patch management is a new issue and can be very complex
• License management is a new issue
• Upgrades are on-going and different than traditional PBX upgrades
• Refresh cycles are more frequent and different
• Network management is crucial and voice and data management is not well integrated requiring different tools and techniques
• Policies and procedures need to be changed and integrated
• Cross-training is highly desirable

All of these issues are resolvable. They just require a little planning and forethought and a realization that this is no longer business as usual.

If you haven't signed up for the ACUTA telecom listserv, contact Aaron Fuehrer, ACUTA IT

Info Links

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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.

• Ohio State U. - Does Place Really Matter with Broadband?:
• FCC - 04/06/11Workshop Docs on Intercarrier Compensation:
• Free Press - Analysis of Comcast-NBCU Localism Compliance:
• FCC State Board on USF - USF & ICC Reform:
• U of Maryland - A Day Without Media:
  http://withoutmedia.wordpress.com/
• RYsavy - Smartphone Efficiency Report:
• RYsavy - Efficient Use of Spectrum:
• RYsavy - The Spectrum Imperative:
• RYsavy - Strategic Use of Wi-Fi in Mobile Broadband Networks:
  http://www.rysavy.com/Articles/2010_10_Strategic_Wi-Fi.pdf
• RYsavy-Mobile Broadband Capacity Constraints:
• U.S. DOJ - FBI Ability to Address Cyberthreats:
  http://www.justice.gov/oig/reports/FBI/a1122r.pdf
• Actiance - Legal Issues of Social Media:
  http://info.actiance.com/lp=14
• Actiance - Social Media--The Good, Bad, & Really Ugly!:
  http://info.actiance.com/lp=33
• Actiance - FINRA Compliance Guide:
  http://info.actiance.com/lp=30
• FCC - New Ex Parte Rules:
• NRIC - Predicting Expense of ROR Telecom Companies:
• GAO - Spectrum Management:
• FCC - Telecommunication Revenues 2009 (May 2011):
• JCPES - Does Place Really Matter (Regarding Broadband): http://jointcenter.org/publications_recent_publications/media_and_technology/does_place_really_matter_broadband_availability_race_and_income
• Sandvine - Global Internet Phenomena Report (Very Telling!):

5 ACUTA eNews: June 2011
The Board met via conference call on May 4, 2011, and approved the 3/31/11 financial statements as well as monthly committee minutes. The following committee appointments were also approved:

- Environmental Scanning: Melody (Dee) Childs, LSU; Ryan Elm, Gartner
- Higher Education Advisory Panel: Pat Todus, Northwestern Univ.; Anne Scrivener Agee, Univ. of Massachusetts Boston; Carol Stillman, Cisco Systems.
- Legislative/Regulatory Affairs Committee: Eric Breese, DePaul Univ.
- Membership Experience Committee: Bruce Barrett, Community College of Rhode Island; Chris Boniforti, Lynn Univ.
- Journal/eNews Subcommittee: Mona Brennan-Coles, Univ. of Western Ontario; Jeanne Spi-nosa, Johnson & Wales Univ.
- Mentoring/Career Development Subcommittee: Denita Campo, Univ. of Louisville; Carolyn Lightfoot, Lee College; Kaye Libby, Purdue Univ.; Charles Nwankwo, Sowela Technical Community College; Geoffrey C. Tritsch, Vantage Technology Consulting Group; Ron Walczak, Walczak Technology Consultants
- Publications Development Subcommittee: Bob Cloud, Univ. of Alabama at Birmingham
- Social Networking, New Media and Web Resources Subcommittee: Sheard Goodwin, Univ. of Florida
- Young Professionals Subcommittee: Michael Scruggs, Univ. of Central Florida; Kevin Berry, Mapcom Systems

Ms. Helminen and Ms. Hall presented the Program/Content Committee’s recommendations regarding online learning initiatives. The extensive efforts of the committee were applauded and the direction approved by the Board (pending a formal electronic vote). It will take a couple of years to implement and reach the full benefits of these initiatives.

President’s Report: Mr. Harrington introduced the new Board members Randy Hayes, Mark Reynolds and Jennifer Van Horn and Interim Executive Director Corinne Hoch. He discussed putting together a search committee to recruit for a permanent Executive Director. He also discussed the suggestion to remember and honor Jeri Semer for her contribution and dedication to ACUTA. A task force will be assigned to come up with ideas.

Board Committee Liaisons: Matt Fuoco (Corporate); Walt Magnussen (Membership Experience/Environmental Scanning); Randy Hayes (Legislative/Regulatory Affairs); Mike Palladino (Program/Content); Mark Reynolds (Publications/Media).

Secretary/Treasurer’s Report: Tom Campbell, ACUTA Manager of Finance and Administration, reviewed the income and expense projection for fiscal years ending 9/3/11 and 9/30/10 based on year-to-date information and historical data from prior year. Given the current economic condition, the Board is taking a pro-active approach to ensure a balanced budget in the long run.

Executive Director’s Report: Corinne Hoch thanked the board for the opportunity to serve as Interim Executive Director for ACUTA and reviewed her schedule and activities/responsibilities for this coming year.

Respectfully submitted,
Riny Ledgerwood
ACUTA Secretary/Treasurer

NASTD Annual Conference
The National Association of State Telecommunications Directors (NASTD) will hold their 34th Annual Conference & Technology Showcase August 28 - September 1 in Omaha, Nebraska. This event is the premier gathering for state technology professionals and the private sector technology organizations serving them. www.nastd.org/NASTD/NASTD/Meetings/2011AnnualConference/Default.aspx
Come to Baltimore!
Emerging ICT Technologies & Funding ICT Services

The educational content of ACUTA's Summer Seminar is very impressive. What can you expect to learn if you go to Baltimore? Here are just two of the highlights.

- **More than a Dozen Ways to Save Technology Money in Higher Ed**
  
  Ron Bonig, Research Director in the higher education vertical, Gartner

  As higher education IT managers are forced to find resources out of their current allocations for transformational initiatives, this presentation will provide examples to assist you in searching your own organization for opportunities for economic efficiencies. After this session, you will be motivated to: (1) look for "leakage" in your own IT spending, (2) identify lower-cost alternatives for mid- or long-term planned initiatives, and (3) tune procedures and operations to deliver better service for less.

- **Clouds on the Horizon**
  
  Jack Seuss, Vice President for Information Technology and CIO, University of Maryland Baltimore County

  Technology is undergoing tremendous change as the trends of cloud computing and mobility meet headfirst with demands for budget cuts and increased security. This talk will examine a few emerging topics you should be tracking and explain why they should be on your radar. Special attention will be paid to InCommon federation, infrastructure-as-a-service, eduroam, DNSsec, security and virtualization.

  You will find plenty of take-aways from these and the rest of the seminar sessions, we guarantee. In addition, you will benefit enormously from the opportunity to interact and exchange ideas face-to-face with your peers as well as discussions with vendors in the Exhibit Hall.

  As members have told us, you only have to take home one idea to justify the expense of this event. Registration is discounted until June 10, so register today!

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**View 8 Sessions from the Annual Conference at Your Desktop**

Eight sessions from the Annual Conference are available as Windows media files on CD/DVD—great information you can review yourself or share with coworkers.

Sessions include:
1. Shift—How to Stay Relevant and Brilliant in Times of Change!
2. Implementing DAS on Campus: You Still Can't Hear Me?
3. UF Alert Emergency Notification
4. The Current State of Wireless Data Networking
5. The Legends of ACUTA Celebrate ACUTA's 40th Year
6. Migrating from a TDM-based PBX to an IP-based PBX
7. Merging the Old and New: Unified Communications at Lourdes
8. Pushing the Adoption of Unified Communications

Sessions from other events are also available as CD/DVDs from the ACUTA e-store at www.acuta.org/store. 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 archiveable for long-term viewing and review
- Can be copied to any portable device that accepts Windows Media video files

Order today:
http://www.acuta.org/sc11video
Welcome New Member
Institutional Members

Lakeshore Technical College, Cleveland, WI, T2
Jack Zhang, CIO. (920/693-1232) jack.zhang@gotoltc.edu

Check It Out:
Press Releases, Job Postings, RFIs/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 project 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
• Oberon, Inc., Enclosures Secure Aruba Remote Access Points
• Superior Essex Offers CAT 6A Cable for Outside Plant Broadband Use
• Superior Essex Launches Online Community Discussion Group
• Optelion Selects T.I.D, FZE as Company’s Exclusive Representation in Middle East & Africa
• AT&T Keeps Stanford University Athletics Fans Connected with AT&T Wi-Fi and Advanced Mobile Apps
• Oberon, Inc., Announces Product Availability on Amazon.com
• BridgeWave Brings High Capacity Network Connectivity to Stanford University’s Jasper Ridge Biological Preserve
• Oberon, Inc., Products for Cisco Aironet 600 Series OfficeExtend Access Point
• Oberon, Inc., Announces BIM Models on ARCAT

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.
• Telecommunications Analyst, Wake Forest University, Winston-Salem, NC.
• Senior Network Administrator, University of Tennessee at Martin, Martin, TN
• Database Administrator (Programmer VII), UC Davis Health System, Davis, CA
• Network Engineer, Metropolitan Community College, Omaha, NE
• Manager of Telecommunications, Rice University, Houston, TX
• Director of NTS, Portland State University, Portland, OR

RFIs/RFPs:
Submit your RFI/RFP today!
Johns Hopkins Institutions RFP for Long Distance Services, Johns Hopkins Univ., Baltimore, MD

SPECIAL DEALS!
Watch the website for more new Special Deals!

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 e-mail Amy Burton at aburton@acuta.org to get your free webinars listed.)