Board Approves Slate of Nominees

The Board of Directors has approved a slate of nominees to present to the membership for election to the Board. The new officers' terms begin at the close of the Annual Conference July 31.

For the second year, the election is online using Web-based survey software to verify and count results. All primary institutional representatives will receive an e-mail announcement later this month containing instructions for voting. You can review candidates and their platforms online before casting your vote. Ballots must be cast by May 30. Vote only once as duplicates will be disqualified. Please direct questions about eligibility to Kellie Bowman at 859/278-3338, ext. 222, or kbowman@acuta.org.

The candidates are:

President-Elect:
- Tamara Closs, Georgetown University

Secretary-Treasurer:
- Carmine Piscopo, Providence College
- Patricia Todus, Northwestern University

Director-at-Large:
- John Bradley, Rensselaer Polytechnic Institute
- Corinne Hoch, Columbia University
- Ron Kovac, Ball State University
- Diane (Winkler) McNamara, Union College
- Judith Tanzi, Rhode Island School of Design

Serving on ACUTA's Board of Directors provides opportunity for professional and personal growth. It requires a commitment on the part of the individual as well as the institution for which he or she works. All of these nominees are to be commended for their willingness to serve the Association as Board members.
Bridging the Digital Gap

As I am writing this article, my three-year-old granddaughter is sitting beside me enjoying her LeapFrog electronic book. The technology is quite simple. All she has to do is place her interactive book into an electronic cradle, which contains a cartridge chip and pen while it gives her instructions on what to do and automatically starts reading the story. We also take several cyberspace trips a week to LeapFrog’s Web site. There, with the proper port connector (Mind Station), we can download the software onto a blank cartridge to which we may import the latest stories. With a color printer and a few sheets of glossy paper, she can become a production artist and book publisher—even at the age of three.

Nowadays, digital libraries come in all shapes and sizes for all ages. More and more library services are becoming available online. Where is this leading?

Like most universities and colleges, Information Technology Services at Sewanee merged with Library Services a few years back. At the beginning of this merger, I must admit, I did not understand the logical connection; but over the past few years and with the blessing of grandchildren, I have grown to appreciate the library’s technological issues. A great number of libraries are increasingly networked and computerized. Instead of just being a massive building that holds books, libraries provide access to their services via electronic portals open 24 hours a day, seven days a week. More and more, their services are interactive learning mechanisms that utilize the technology and network backbone. For example: the availability of full-text electronic journals.

Our world has grown from the small community-minded atmosphere—where everyone knew everyone else and you knew, in general, with whom you were dealing—to a world with no boundaries. Libraries face problems of access in the form of privacy and protection of data, authentication of users and authorization of access, and controlling electronic use and misuses, and must also strike a balance between protecting copyright and enabling access to knowledge content. Not surprisingly, these are the same issues we face as communications managers.

Public and university libraries must now address such issues as how to ensure that electronic content is accessible while protecting the proprietary rights of authors and creators from widespread copying and redistribution. Digital collections require extensive use of technology resources.

Librarians must also consider various areas of digital identity. Digital identity must be capable of identifying who a person is and consider the attributes of that identity while being as complete as a particular transaction requires. Operations that must be considered include authentication, authorization, confidentiality, data integrity, proof of source, and non-repudiation. One of the most common ways to allow access is by an IP address or by setting up individual user accounts.

Currently the Sewanee library, in conjunction with the Art History department, is working on a digital kiosk that will contain more than 80,000 slides plus a brief description of each artist and each work of art. EmbARK, the product currently in use at Sewanee, provides user-friendly software built upon images as the key central navigational principle. This system allows for searches as well as customization from the desktop. Although this project will take several years to complete, professors and students will have the ability to look up artists, styles, and specific periods in time. The kiosk can be easily expanded into other discipline areas. What does all of this have to do with Telecommunications and Information Technology?

It is important that ITS open it doors and collaborate with other departments and disciplines to broaden services and support. We must understand and be ready to serve all university constituents. Bandwidth, storage, and security are the glue to our success. We need to make the best of a shared common resource—the network. In the long run this will make the justification of expanding our services and the justification for funding easier.

A closing thought: Doors of opportunity don’t open, they unlock; it is up to you to turn the knob. (Lily Taylor)
ACUTA Database of University Telephone Numbers Now Available

After months of careful planning and preparation, the ACUTA Telephone Numbers Database was officially implemented early in March. This unique service provides subscribers access to a list of telephone numbers belonging to participating colleges and universities. Since those numbers are ineligible for billing of services not ordered by the institution, local and long-distance telecommunications carriers and billing companies who subscribe may flag the numbers in their systems. The service is designed to greatly reduce or even eliminate costly and time-consuming incidents of cramming, slamming and other unauthorized charges.

ACUTA corporate and institutional members have identified unauthorized charges on institutions’ telephone bills as a major customer-service issue. Unauthorized charges can include calling plans, calling cards, and other products and services that are being billed to colleges and universities without proper authorization from the institution.

In most cases, these services are ordered by students who are unaware that they are not authorized to order services billed to their campus phone number. The charges are often difficult for universities to trace to the student involved, and therefore they appear on the institution’s main phone bill. This results in time-consuming and often frustrating efforts by carriers/billing entities and universities to track down the problems and issue credits.

The new database will help prevent this problem. The annual subscription fee of $1,000 for companies is calculated to cover the cost of developing and maintaining this service. There is no charge for institutions to list their numbers. The database will allow unlimited access to the information at a cost far less than the potential expense of responding to even one complaint to the FCC for slamming or cramming.

Less than one month after announcement of the database, it contains approximately 1,330,000 numbers from 143 colleges and universities. We expect the database to grow quickly as more ACUTA member institutions respond. Schools can enter their numbers into the database at http://www.acuta.org/relation/downloadfile.cfm?docnum=718.

Companies that wish to subscribe to the database can do so at: http://www.acuta.org/relation/downloadfile.cfm?DocNum=723.

If you have questions after reading the information at that URL, contact Aaron Fuehrer, database administrator, at numberdatabase@acuta.org. Or call the ACUTA office at 859/278-3338 and ask for Lori Dodson or Aaron Fuehrer.

Be a Moderator or Monitor in Hollywood

Have you been looking for an opportunity to be on stage with a microphone? Do you like to greet friends as they enter the room for a presentation? Do you want to contribute to a successful ACUTA Annual Conference? Once again we are looking for a few good men and women to serve as moderators or monitors.

A moderator introduces the presenter, moderates question-and-answer sessions, and thanks the presenter at the end of the session. A monitor distributes and collects evaluation forms, counts attendance, and reports any facility or audiovisual problems to the staff.

The list of sessions needing moderators and monitors is updated daily at http://www.acuta.org/donna2/moderator.pdf. All you need to do is check the conference agenda in your brochure or on the Web and send an e-mail to dhall@acuta.org with the names of the sessions where you would be willing to help out.

Please sign up soon!
Speech-Enabled Autoattendants

by Detta Donoghue
System Development Company of New Hampshire

Today's schools are being faced with an interesting issue: How can we provide directory service that would satisfy various campus needs? Campus safety offices on many campuses want service around the clock, calls coming in after hours and on weekends need to be covered effectively, and the operators already in place to answer these calls are having to perform additional tasks that may keep them from answering the phone in a timely manner.

The quality of service a university provides to its callers is extremely important. In a recent ACUTA Journal article, ("Autoattendant: Boon or Bane?" Winter 2002) Dwight Batey of Valparaiso University stated, "I try to remember that the first contact some people might have with my institution is that first phone call. Whether consciously or unconsciously, the caller's impression of my institution will be partially based on the helpfulness and ease of that call."

Les Shaw, Assistant IT Director at the University of Maine, recognized the need to improve the directory service at his institution and decided to implement a speech-enabled autoattendant application.

"We were able to cost justify the purchase quite easily by not filling the vacant operator position and by proposing that we no longer provide a full-page ad in our local provider's phone book that was costing us about $20,000 per year," says Shaw. "As a bonus, a speech application would allow us to provide additional services requested by the campus."

The University of New Hampshire also saw a need to improve their directory assistance. The school was unhappy with call-answering coverage after hours and on weekends, and hiring another operator for the increasing volume of calls was not an option.

Both universities chose to use IntelliSPEECH™, provided by System Development Company of New Hampshire, Inc.

The University of Maine has more than 6,000 names in the system. They run an eight-channel system and process more than 5,000 calls per week with an accuracy rate better than 98%. The PBX is a Nortel SL-100 and uses analog channels to interface with IntelliSPEECH.

At the University of New Hampshire, the system handles more than 6,000 calls each week, and more than 1,500 are after hours. The switch platform is an Avaya Definity G3. Incoming calls go to IntelliSPEECH, which runs on a 4-channel system and has more than 10,000 names entered. The two systems integrate via analog connectivity.

Tina Sawtelle, Business Operations Manager in Telecommunications and Client Services at the University of New Hampshire, says some of the benefits of implementing the speech-enabled attendant are expanded hours of service, efficiencies in staffing, and quicker connection times within directory services.

Shaw has found that while there are a few people who simply do not like any automated system, for the most part their speech-enabled autoattendant has been well received. "In the past, our two operators were handling between 700-1,000 calls each day," he notes. "With the speech recognition system we no longer had to fill the vacant operator position, and the remaining operator now only handles between 200 and 300 calls a day."
Making radio communication infinitely more versatile is the goal of a technology whose influence is only beginning to be felt in areas outside the military and public safety. The technology is known as SDR, or software defined radio.

Incidentally, this topic has absolutely nothing to do with the radio that we listen to while driving to the office, or upon which we tune in the game on the weekend. In that form of radio, we could probably use software to replace most morning DJs or sports talk show hosts and we’d be better off. But we digress.

SDR goes back about a dozen years, and its name pretty much sums up its function. It is designed to replace traditional analog radio circuitry through software, creating reconfigurable architectures for both user terminals and the wireless network. The entire radio is not software, of course, because there will always be a hardware element involved, but the software makes the hardware perform different functions at different times.

SDR technology implements in software the functional modules that matter most in a radio system, such as modulation/demodulation, signal generation, coding, and link layer protocols. The result: reconfigurable software radio systems with dynamic selection of parameters for each of the functional modules. A radio system with SDR is capable of a wide range of applications that use different link layer protocols and modulation/demodulation techniques.

A simple example of an SDR is a dual-mode cell phone. The phone has two hardware radios in it, one for each supported standard, but software determines which standard needs to run and activates the correct radio.

The next rung on the evolutionary ladder is reconfigurable SDR, which is found in defense applications and usually involves a combination of processing technologies, such as ASICs, DSPs, and field-programmable gate arrays. Eventually we will grab the SDR brass ring, where we will see software reuse across a range of platforms and several hardware generations. In this case, the signal processing software runs on top of a standard operating system and affords the maximum flexibility.

Why do we want our radios this flexible, you may ask. Good question. The advantages are reduced cost, faster implementation of new services or features, and real portability. Manufacturers of radios can use a standard architecture for a range of communications products to lower their costs and carriers can implement over-the-air downloads of new features and services, both to upgrade their own networks and users’ equipment. The advanced networking capabilities that SDR enables can advance us to the truly portable network.

Users can also benefit from better coverage and unrestricted wireless roaming, with SDR extending the capabilities of current and emerging interface standards. In the area of public safety, SDR can enable interoperability among different agencies’ radios either in a single-scene emergency situation, or an ongoing basis.

According to the SDR Forum (www.sdrforum.org), SDR has been used in cellular and PCS base station products for a couple of years, as manufacturers move to reduce the number of product platforms they develop and support, and its usage in the commercial, civil, and military areas is increasing. Look for software defined phones for consumers later this year, and by 2005, the forum predicts, SDR should be the core platform for many manufacturers.

There are challenges, such as RF interface compatibility with existing devices, bandwidth and spectrum availability, and modem performance, but the big-brained folks are working on solutions that will allow SDR to do for radios what PCs did for computing when they replaced specialized computers two decades ago. Has it really only been twenty-some years? We’ve come a long way.

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.
Dues Invoices Mailed

Invoices for annual dues are mailed on May 1 each year to the person listed as the voting member for each school or the primary representative for corporate affiliates. For 2003-2004, the dues are as follows:

- **Tier 1:** (Enrollment of 0 - 2,499) $195
- **Tier 2:** (Enrollment of 2,500 - 5,999) $295
- **Tier 3:** (Enrollment of 6,000 - 11,999) $390
- **Tier 4:** (Enrollment of 12,000 and up) $495

Contact Kellie Bowman with questions at 859/278-3338, ext. 222 or e-mail kbowman@acuta.org.

Marshall University Chooses Cell Phones over Landlines

HUNTINGTON, W.Va. — John Marshall Commons, Marshall University's newest residence halls, will feature cellular phones for residents rather than the traditional landlines.

West Virginia Wireless will be providing a free mobile phone with unlimited local calling and unlimited long distance to each of the 500 students moving into Marshall Commons.

According to Joseph Whitt, information systems technician who has been working on the 30-page contract for more than a year now, the cellular phones will end up being cheaper than the landline phones.

Each student will receive the same cellular phone, a Nokia 3190. The package not only offers unlimited local calling and unlimited long distance, but also has caller ID, call waiting, and three-way calling. Students can take the phones anywhere and call anyone at anytime for free, but they will have to pay for any damages made to the phones.

"These cell phones belong to Marshall, so we're going to pay the bill," Whitt said. "But, if a student were to damage a phone, he or she will be billed the exact amount it takes to replace the phone."

Marshall Commons is expected to open in August. Residence services will offer a class at the beginning of the semester explaining the functions of the phones and the responsibility of each student.

Board Report April

The ACUTA Board of Directors met via conference call on Thursday, April 3, 2003. Following were highlights of that meeting:

There were no financial statements to review at this meeting. The President reported that the Finance Committee will be meeting on April 9, and that they were in the process of reviewing various alternative budget documents.

The Board reviewed the recommendations from the Program Committee for 2004 Seminar topics. The Board asked the committee to take into consideration potential overlap of the local/regional event topic and the planned seminar for winter 2004 on IP telephony trends and migration strategies. Finally, the Board noted the importance of network security and network management, and asked that the committee broaden appropriate descriptions.

The President acknowledged the work of the Legislative/Regulatory Affairs Committee in developing the Issues Matrix, which will be completed by the end of this fiscal year and placed on the ACUTA website. In addition, she noted that the exhibit hall is completely sold out for the Spring Seminar, and asked Board members to make an extra effort to attend the exhibits.

Respectfully submitted,

John Bradley, Rensselaer Polytechnic Institute
ACUTA Secretary/Treasurer
Wyoming SPAM

According to *Telecommunications Reports* (TR 3/15/03), the Governor of Wyoming signed into law a bill that seeks to stymie unsolicited commercial e-mail or spam. The bill prohibits anyone from initiating, conspiring to initiate, or assisting in transmitting spam from a computer in Wyoming or to an e-mail address that the sender knows ‘or has reason to know’ is held by a Wyoming resident.

The Attorney General’s office has the responsibility to investigate any and all complaints that are filed concerning incidents involving the spam law. Those sending the spam could be fined up to $500 for the first violation and up to $2,500 for the second offense. The fine goes up to $5,000 for each additional violation.

The New Sprint CEO

*The Telecom Manager’s Voice Report* (VR 3/24/03)) indicated that the former BellSouth vice-president has been approved to become the CEO of Sprint. The arbitrator chosen to resolve the issue has ruled in favor of allowing Sprint to hire Gary Forsee—who worked for Sprint for 10 years prior to moving to BellSouth in 1999—as the new CEO. There were some restrictions placed on him regarding what he can do during the first year in the new job; for example, he is not allowed to discuss mergers, acquisitions, or asset sales for a year. (VR 4/7)

Mobile Phone and Driving

Bills continue to be under consideration in the state legislatures about the use of a hand-held mobile phone while driving a motor vehicle. A bill is in process in California this year for the third time. Bills entered in 2001 and 2002 did not make it through all of the committee process and died. This year the bill is moving along the committee line faster and looks more like it may get through by the end of the year. (TR 3-15)

The Virginia Department of Motor Vehicles in conjunction with Virginia Commonwealth University has carefully looked at 2,700 motor vehicle accidents that occurred between June and November of 2002. Responsible for 5% of accidents, the use of a hand-held phone came out 6th on the list. The leading distraction, responsible for 16% of crashes, was rubbernecking, in which drivers were looking at other crashes, vehicles, incidents, or traffic. Other causes included driver fatigue (12%), drivers looking at scenery or landmarks (10%), passengers or child distractions (9%), adjusting car radios or changing CDs or tapes (7%). (TR 4-1)

FCC Commissioner Adelstein

Mr. Adelstein was nominated to fill the last couple years of a vacant position as Commissioner on the FCC in the fall of 2001, and about a year later, November 2002, his nomination finally cleared the Senate and he became a Commissioner. The term of the position on the FCC that he entered is due to end in June 2003. He is expected to have to be reconfirmed for a second five-year term this summer and fall. Some of those around the Hill think Adelstein will be a “ping-pong ball” in a larger fight over judicial nominations, and it will most likely not be easy to get the Senate vote of 60 required for approval.

The republicans have been trying to get several judicial nominations confirmed and have been unsuccessful in doing so. One of his supporters indicated that Adelstein “has to realize he’s going to be a political pawn. He may not get confirmed until the end of the term...” (TR 4-1)

Triennial Review of the FCC

The paper document is still being written in the FCC chambers, and all segments of the industry are concerned about what it will include. The

*continued on page 8*
document is expected to be about 400 pages long when released in a few weeks. "Not only are court challenges to the order inevitable, but also efforts are already under way by incumbent local exchange carriers (ILECs) to push through changes to the FCC’s TELRIC (total-element long-run incremental cost) pricing standard for unbundled network elements (UNEs)—charges that could mitigate the effects of the Commission’s UNE decision.

"The battle is expected to be waged both in Congress, where TELRIC-related legislation is likely, and at the FCC." Some changes to TELRIC were in the Triennial Review, and there are plans at the FCC to launch a proceeding this year to take a comprehensive look at the future of TELRIC.

Members of both the House and the Senate are considering bills relating to these topics. Line-sharing is also one of the items of major concern. (TR 3/15/03, 4/1/03)

As a result of the triennial review Verizon is planning to expand digital subscriber line (DSL) service in its service area. They currently provide DSL service to about 36 million homes and plan to add about 10 million by the end of the year. The total then will equal about 80% of the homes in their service area. The plan also includes the possibility of beginning some initial deployments of fiber-to-the-home in 2004. (TR 4/1/03)

Local Number Portability

November 24, 2003 is the deadline for wireless carriers to implement LNP. The Cellular Telecommunications & Internet Association (CTIA) has filed a petition with the FCC that aims to allow more customers to retain their phone numbers if they switch from a wireline to a wireless phone. The petition asks that the deadline be extended somewhat.

The wireline carriers oppose the proposal, raising questions about consumer demand, legality of the changes, and, at a minimum, whether the FCC should move as quickly as CTIA requests. The wireline carriers have obligations to provide number portability that are limited by rate center boundaries under current FCC rules. Local exchange carriers are required to port numbers to wireless carriers only if the wireless carrier has a switch in the customer’s rate center. Wireless carriers maintain a switch in only one of the eight rate centers, CTIA says.

Three State Utility Commissions—in California, Illinois, and New York—have indicated that they support the CTIA proposal. Illinois also noted that they did not want to have the deadline extended. (TR 3/15/03)

FCC and Slamming

The FCC is looking for additional rules to combat slamming. The second further notice of proposed rulemaking (FNPRM, CC docket 94-129) was issued along with a third order on reconsideration resolving a number of petitions asking the Commission to reconsider portions of its anti-slamming rules.

In the FNPRM, the FCC said it was proposing some additional requirements to address "issues we have seen repeatedly in our enforcement of the slamming liability rules....We have found that customers may not realize that a carrier cannot in most cases 'undo' a [presubscribed interexchange carrier] change after it has been submitted, even if the subscriber quickly requests cancellation of the change order," the Commission said.

The Commission also asked if it should require verifiers to make clear to a customer that he or she is not verifying an intention to retain existing service but is asking for a carrier change. The Commission has noted cases where the customer was asked to consent to an upgrade of his or her service or even to bill consolidation as opposed to the real question about changing the carrier providing their long distance service. (TR 4/1/03)
Every 2-3 years, ACUTA conducts an in-depth study of our members' needs and desires for association programs and services. This member-needs assessment is crucial to shaping ACUTA's programs, as we are absolutely committed to meeting our members' current and future needs. Our continued success as an organization depends on our being highly relevant to communications technology professionals in higher education.

We make a diligent effort to keep the survey as brief as possible, and have transitioned to a Web-based survey to make it easy for our members to complete. The survey is sent via e-mail to the voting representative of each institutional member.

The member-needs assessment covers the following topics, among others:

- Primary reasons for joining and continuing membership in ACUTA
- Rating the value of various membership benefits, such as publications, seminars, conferences, legislative and regulatory information, technical information and vendor contacts
- Rating the usefulness of our online tools and resources
- Identifying educational and professional development needs and seeking topics for future educational programs
- Identifying the primary challenges you and your telecom/IT unit are facing, to enable us to respond with information and programs to address those issues
- Identifying your functional responsibilities on campus, so that we can measure and document how our members' jobs are changing.
- Identifying some demographics about your departments and the campus populations you serve

This is an important opportunity for you to suggest new services, identify topics for educational programming, rate the content of ACUTA publications, and generally give direction on future programs and services. The demographic data will also be a useful benchmarking tool for your department.

We have used past survey results to guide the content of our seminars, audio conferences, and Webinars. We have also made changes to our online tools and publications format and content. The ACUTA committees and Board of Directors have used the results of this survey in our biannual evaluation of all ACUTA programs and services, and made changes accordingly. We use the demographic and functional responsibilities data in our regulatory work. In addition, it helps us to bring you new categories of corporate exhibitors, sponsors, and corporate affiliate members—with technology you need to be familiar with in your expanded roles on campus.

I hope you agree that investing less than a half hour in completing this survey will bring a worthwhile return to your departmental staff and your campus. Voting members should look for the survey in early May.

As always, I would be happy to answer any questions and look forward to hearing from you. I can be reached at jsemer@acuta.org, or by phone at (859) 278-3338.
Welcome New Members

In Memorium

ACUTA Events Calendar