

7-1999

## ACUTA eNews July 1999, Vol.28, No. 7

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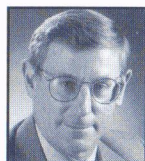
The Association for Telecommunications Professionals in Higher Education

Addressing  
Voice, Data, and Video  
Communications Needs  
for Higher Education

July, 1999

# NEWS

## New Board for 1999–2000



President  
Tony Mordosky  
Bradley Univ.



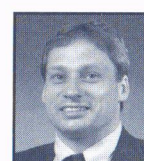
President-Elect  
Anthony Tanzi  
Brown Univ.



Secretary/Treasurer  
Linda Bogden-Stubbs  
SUNY Hlth Sci Ctr.



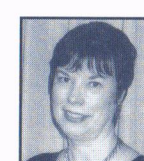
Director-at-Large  
Anne Apicella  
Univ. of New Mexico



Director-at-Large  
Bill Brichta  
Lehigh Univ.



Director-at-Large  
Jeanne Jansenius  
Univ. of the South



Director-at-Large  
Maureen Trimm  
Stanford Univ.

Effective at the close of the Annual Conference, ACUTA welcomes a new Board of Directors.

Continuing his Board service, Tony Mordosky has already stepped into the presidency as of Buck Bayliff's resignation from Wake Forest University on June 25.

Anthony Tanzi, RCDD, assumes the

role of President-Elect. Linda Bogden-Stubbs was elected to a second term as Secretary-Treasurer.

As Directors-at-Large, Anne Apicella and Maureen Trimm begin their second years. Bill Brichta and Jeanne Jansenius enter the first of their two-year terms.

The office of Immediate Past President will remain unfilled for this year. One

other Director-at-Large will be appointed soon after the end of the conference.

Serving on the Board requires a serious commitment of time and energy. Those who are willing to serve are to be commended. If this kind of leadership role is of interest to you, contact any Board member about how you can get involved.

As we prepare for ACUTA's annual conference in Nashville, I am reminded how this event epitomizes the first few words of ACUTA's

Of special note are the contributions of:

- Buck Bayliff, President of the 1998/99 Board until his resignation from Wake Forest on June 25. Since ACUTA bylaws

effort to ensure timely delivery of services to members. They could not and did not, however, accomplish so much alone; it was only through the efforts of





## From the President

**Tony Mordosky**  
Bradley University

mission statement: ACUTA is a member-driven organization...." The Program Committee, Board, professional staff, and various other committees within ACUTA have worked to ensure that this event meets the needs of you the members. I want to take this opportunity to specifically note the contributions of a large group of ACUTA members who are somewhat less visible—the *Volunteers* who provide invaluable services to the organization and you the members.

While I will specifically mention some of these individuals by name, I cannot possibly list all those who have given so much of their time, effort, and expertise throughout this past year. I would also like to note the contribution of our institutions that support the activities of our volunteers. Institutional support takes many forms, including, but not limited to: staff time away from the institution to attend meetings, staff time to participate in conference calls, time to prepare and present at the annual conference and quarterly seminars, and more. Of course, the institution gains an employee who is more experienced, has enhanced his or her interpersonal and leadership skills, and has represented the institution among his or her peers.

require that all officers must be primary or associate representatives of an Institutional Member, the Board voted on June 3, 1999 to appoint me to complete the unexpired term of President effective June 26. Buck served the association and you the members with dedication and enthusiasm for more than 11 months of his year-long term. Personally, and on behalf of all ACUTA members, I would like to thank Buck for his years of dedication and service to ACUTA. He plans to continue to be involved with ACUTA in the future, but will be wearing a different hat.

- Your Board of Directors for 1998–99 which included Buck Bayliff, Linda Bogden-Stubbs, Margie Milone, Anne Apicella, Marianne Chitwood, Dawn Lotz, William Brichta, and Maureen Trimm. These folks have spent many hours in meetings and on conference calls fulfilling their responsibility to establish policy, allocate resources, and review and evaluate outcomes of the association's activities. Each of them devoted a significant amount of their personal time as well as their institution's time in ensuring the association was and is meeting its members' needs.

- Chairpersons of the standing committees including Frank Ferrara, Jeanne Jansenius, Terry Robb, Pat Searles, Tony Tanzi, and Jan Weller, have all made significant investments of time and

30+ committee members that they were able to accomplish their specific goals.

My special thanks to the outgoing chairs for their efforts over the past year:

- Jeanne Jansenius, who completes her three-year term as Program Chair at the end of the Nashville Conference
- Terry Robb who has served two years as chair of the Publications committee
- Tony Tanzi who has chaired the Legislative/Regulatory Affairs committee for two years

The work of the association is further enhanced through the efforts of the 40 plus State/Province Coordinators, the countless session moderators and monitors, members and nonmembers who have contributed articles to the journal and newsletter, and the many institutional and corporate presenters who participate in the Annual Conference and the three quarterly seminars. These volunteers are essential to the success of the ACUTA agenda. In many ways their efforts are what truly define ACUTA as a member-driven organization.

I encourage each and every one of you to get more personally involved with ACUTA by volunteering. Volunteer your time, effort, and expertise to whatever ACUTA activity meets your personal interest. From personal experience, I can assure you that you will gain as much as you give both personally and professionally.

Route to:

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Professionals in Higher Education  
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# ACUTA EVENTS

**28th Annual  
Conference & Exposition**  
July 18–22  
Nashville, TN

[www.acuta.org/html.nashville/html](http://www.acuta.org/html.nashville/html)

**Fall Seminars**  
October 10–13  
Denver, CO  
I. Customer Service  
II. New Telecom Technologies

**Winter Seminars**  
January 9–12, 2000  
Newport Beach, CA  
I. Legislative/Regulatory Update  
II. Next-Generation Telemanagement  
Issues

**Spring Seminars**  
April 9–12, 2000  
Miami Beach, FL  
I. Wireless & Other Emerging  
Technologies  
II. Leading the Technology Organization

## Fall Seminars Focus on Customer Service & New Technologies

The ACUTA Fall Seminars in Denver promise an excellent agenda. Scheduled for October 10–13 at the Marriott City Center, the two tracks will address Customer Service and New Technologies.

Attend the **Customer Service** track and learn better ways to organize and train your staff to function as an effective team. You will also learn about ways that technology can enhance your service to customers. Some of the featured speakers include Dixie Garr, (Vice President of Cisco Systems) and Dave Metz (Vice President of Compass Consulting International, Inc.) plus campus presentations from Cornell, Michigan, Southwest Texas State University, University of New Mexico, and others.

You will also have an opportunity to share your concerns with other attendees in sessions addressing:

- Advantages and disadvantages of integrating a help desk for voice, video, and data
- Training staff to be more customer oriented
- Building and maintaining positive morale and team orientation
- Retaining and rewarding customer service employees

- Tracking calls, trouble tickets, and work orders
- Utilizing ACD, IVR, document imaging, call centers, and other technologies
- Making constructive use of customer feedback

In the **New Technologies** track, you will develop a deeper understanding of both telecom and networking technologies that could benefit your campus. You will also

learn about strategies, planning tools, and funding methods to prepare your campus for these burgeoning technology opportunities.

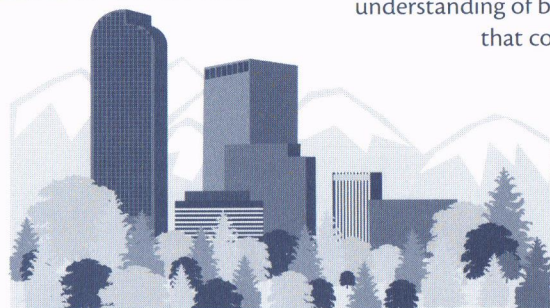
Featured presenters include Ray Horak of The Context Corporation, Richard Katz of Educause, Eric Willard and Dave Kaun of Elert & Associates, Margot Menna of Mitel, and campus

presentations from Carnegie-Mellon, Virginia Tech, and others.

Panel discussions will address:

- Strategies to Position Universities to Stay Ahead of the Pack with New Technologies
- Ideas to Finance New Technologies
- Campus Wireless Data Applications
- The Prospects for VoIP

For more information, access the ACUTA Web site at [www.acuta.org/html/denver.html](http://www.acuta.org/html/denver.html).



### ACUTA LEGISLATIVE & REGULATORY AFFAIRS COMMITTEE

*Whitney L. Johnson*

## D C Update

### North American Numbering Plan

As reported in *Telecommunications Reports* (TR 5/31, 6/7) if the NANP is not modified rather extensively, local exchange codes (NXXs) will run out

are in the business, many others are very good scam artists. "A fair number of the people who do this don't serve their clients well. A lot of them don't know what they're doing. They're just skimming the cream, and that's costly."

My own observation is that these people

### Merger Process Continues

The FCC, Representatives, Senators, State PUCs, and many others are involved in the merger process. The following notes may give you an idea where these are going and how slowly.

- A Senate Panel has voted to limit the



## ACUTA NEWS, Vol. 28, No. 7

### BOARD OF DIRECTORS

President ..... Tony Mordosky, Bradley Univ.  
Sec./Treasurer ... Linda Bogden-Stubbs, SUNY Health Sci. Ctr.  
Immed. Past President ..... Margie Milone, Kent State Univ.  
Directors-at-Large ..... Anne Apicella, Univ. of New Mexico;  
Bill Brichta, Lehigh Univ.; Marianne Landfair, Indiana Univ.;  
Dawn Lotz, Marquette Univ.; Maureen Trimm, Stanford Univ.

### COMMITTEE CHAIRS

Legislative/Regulatory .... Anthony Tanzi, RCDD, Brown Univ.  
Marketing ..... Jan Weller, Univ. of Kansas  
Membership ..... Frank Ferrara, Princeton Univ.  
Program/Education ..... Jeanne Jansenius, Univ. of the South  
Publications ..... Terry Robb, Univ. of Missouri, Columbia  
Vendor Liaison ..... Patricia Searles, Cornell Univ.

### STAFF

Executive Director ..... Jeri A. Semer, CAE  
Business Manager ..... Eleanor Smith  
Communications Manager ..... Pat Scott  
Computer Services Manager ..... Aaron Fuehrer  
Manager, Corp. Relations/Marketing .... L. Kevin Adkins, RCDD  
Manager of Professional Development ..... Donna Hall  
Marketing Assistant ..... Amy Conrad  
Meetings Manager ..... Lisa Cheshire, CMP  
Membership Development Manager ..... Kellie Bowman

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exchange codes (NXXs) will run out within 6–12 years. Even now, in some areas, overlays have been introduced for new area codes rather than dividing the area served by one code into two or three areas with separate codes, making it necessary to dial 10 digits in order to make a local call.

One option the FCC is considering to extend the life of the NANP would be an 11-digit, or longer, dialing plan. However, current estimates of the cost to the telecom industry to make the hardware and software changes necessary range from \$50–150 billion.

The FCC has asked for comments on a number of possible options in Common Carrier docket 99-200, a 125-page document called Numbering Resource Optimization. Comments are due July 30, replies August 30. Some options under consideration involve some form of number “pooling,” which could reduce the size of a number block from the current 10,000 to 1,000.

Another option would introduce individual-telephone-number (ITN) pooling. It is expected that some of the same network architecture used for local number portability (LNP) would apply for 1,000 number block pooling. ITN pooling would take several years to implement and is not considered a very good option to start with.

It will be a while before we know the impact of this problem. Let's hope we can afford the added fees we will surely see.

### 50-Percenter

Telecom auditors are looking for business, according to TMVR (5/24). The article cautions that while many very good firms

almost always go to the highest level administrator and tell him or her that they will save the institution a bundle of money. ACUTA members need to be sure that they are (1) doing a very thorough job of monitoring the telecom bills for accuracy and (2) keeping upper management informed about what is being done. If you think an auditor would be helpful at your institution, TMVR offers three recommendations:

- Research the background of the auditor and his/her firm very carefully
- Do not consider an agreement that lasts longer than TWO years
- Negotiate the percentage taken during the term of the agreement below the usual 50% of the savings.

### Internet Filtering

HR 1501 has passed the House with an amendment attached that will require schools and libraries that receive e-rate telecom service discounts to install filtering software on computers with Internet access. The software would be required to block material that might be harmful to or inappropriate for children. A similar bill is moving through committees in the Senate (S 97). (*Telecommunications Reports* 7/21)

The American Library Association (ALA) is not at all happy with these bills. TR uses the term “dismayed” to describe the ALA's reaction. The House bill as passed would require any school or library that fails to install blocking technology within those timeframes to “repay immediately the full amount of universal service assistance...after the date the failure began.” The timeframes are within 30 days of an FCC order setting the rules.

FCC Merger reviews by approving strict time limits. (TMVR 5/24)

- The Justice Department has approved Bell Atlantic's purchase of GTE following the sale of overlapping wireless interests. Shareholders of both companies have approved the deal. (TMVR 5/24)
- U S West has proposed a \$37 billion stock-swap merger with Global Crossings Ltd. (TR 5-/24)
- SBC-Ameritech merger review is fair according to what FCC Chairman Kennard told Congress. (TR 5/24)
- An FCC Commissioner and members of the House slam the FCC for the merger standards they are using. (TR 5/31)
- An IXC agrees with the terms of the merger of AT&T and MediaOne and so recommends to the FCC. (TR 5/31)
- MCI WorldCom and SkyTel Communications have signed an agreement to a \$1.8 billion stock transaction merger. (TR 5/31)
- The MCI WorldCom-SkyTel merger is being looked at by the Securities and Exchange Commission as there may be problems. (TR 6/7)
- Qwest has proposed an unsolicited offer to purchase Frontier and U S West, both of which are planning to merge with Global Crossings. This seems to be a share swapping arrangement as no dollar price was listed in TR. (TR 6-/21)

Where will it all end (or will it)?



# Legislative & Regulatory Alert

FCC Approves Notice of Proposed Rulemaking on "Calling Party Pays" Cellular Calling

*ACUTA's Legislative/Regulatory Affairs Committee recently issued an alert via broadcast e-mail. The following is the text of that alert.*

On June 10, the FCC decided to go ahead with a Notice of Proposed Rulemaking (NPRM) to authorize cellular carriers to create a "Calling Party Pays" (CPP) system in which the party placing a call to a cellular telephone pays for the airtime charges. If the proposed rules are approved, cellular subscribers will have the option of selecting CPP as a type of service.

The rulemaking docket will be known as Wireless Telecommunications Docket No. 99-207, FCC No. 99-137, and it should soon be available on the FCC's Web site, [www.fcc.gov](http://www.fcc.gov). A news release describing the action has already been posted by the FCC, at [http://www.fcc.gov/bureaus/wireless/news\\_releases/1999/nrwl9021.html](http://www.fcc.gov/bureaus/wireless/news_releases/1999/nrwl9021.html).

We will also provide links to pertinent documents on this rulemaking from the ACUTA Legislative/Regulatory Web Site, at <http://www.acuta.org/html/legreg.html>. ACUTA's previous comments to the FTC on this matter from March, 1999 and June, 1998 are also provided on our Web site, at <http://www.acuta.org/html/ftc1.html> and <http://www.acuta.org/html/cpp1.html>.

ACUTA and representatives of the Ad Hoc Telecommunications Users Group had met in May with FCC officials, requesting consideration of the special difficulties posed by Calling Party Pays for owners of PBXs. We had requested that the Commission consider assigning these phones to special access codes or developing some type of signaling system that would allow PBXs to recognize such calls so that

the PBX owner could block them if desired. We urged the special access code solution, as the least expensive and most feasible method for the majority of PBXs currently in service. We also suggested that an audio announcement to consumers should contain specific information on the rates they would be paying for the call.

At its open meeting on June 10, the FCC said that it will be developing a uniform nationwide announcement to inform consumers when they are placing a Calling Party Pays call, in cooperation with the industry, consumer groups, and states. The FCC is proposing that the rules contain a requirement to announce the specific rates, terms and conditions, prior to consumers incurring a charge for the call. Several Commissioners spoke in favor of such a requirement.

The Commission is also seeking comment on special area codes or special access codes, 1+ dialing, or a signaling method that could be interpreted by PBXs to identify CPP calls.

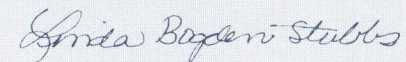
ACUTA will be following this issue closely, and we will inform our members when more information is available. The ACUTA Legislative/Regulatory Affairs Committee believes that CPP poses a potential expense for institutions, so it is in the best interests of our members that these rules contain safeguards to allow PBXs to block these calls if desired. If you share this concern, you may wish to consider whether your institution should comment on the proposed rules when they are published.

## Board Report June

The Board of Directors met by conference call on June 3, 1999. Following are highlights of that call:

- President-Elect Tony Mordosky, Bradley University, was appointed Interim President to finish out the unexpired term of President due to the resignation of Buck Bayliff. Buck has accepted employment outside of the university environment.
- The nomination of Dr. James Cross, Michigan Technological University, to the Chair of the Publications Committee was approved.
- ACUTA's representation at the FTC and FCC proceedings in May were very well received. ACUTA's visibility has increased significantly and is recognized as a strong voice for Higher Education Institutions issues and concerns. Since the meetings, additional comments have been filed on the issue of "unauthorized charges" on our telephone bills and a joint statement with Educause on the negative impact of potential increases in PCCC fees.
- Final arrangements for the Annual Conference in Nashville have been finalized.
- ACUTA has signed an agreement with United Communications Group that offers ACUTA members a discount on their "Voice Manager's Telecom Report."
- Revision of the ACUTA Web site will be completed by the end of June.

Respectfully submitted,



Linda Bogden-Stubbs  
SUNY Health Science Center  
Secretary/Treasurer

## They Answered Our Call



**Jeanne Jansenius, Univ. of the South**  
*ACUTA Program Chair*

This year has been a very busy but successful year for the Program Committee. ACUTA held seminars in Dallas, New Orleans, and Alexandria, and will finish up with the annual conference in Nashville. Why do we think this was a successful year? Largely

## First-Time Speakers

Jack Canavera, St Louis Comm. College

Gary Corbett, Northwestern Univ.

Debra Duncan, Texas A & M

Randy Hayes, Univ. of No. Iowa

Corinne Hoch, Columbia Univ.

Cris Landgraf, Univ. of New Mexico

Paula Loendorf, Duke Univ.

Dennis Maloney, Univ. of Colo.

David Quimby, St. Norbert College

Nancy Rainville, Univ. of Mass., Lowell

Raymond Vigeant, Univ. of Mass.,

Lowell

Thayne Higgins, Yavapai College

Lizanne Hurst, Lehigh Univ.

Barbara McKnight, Univ. of Penn.

Brenda Helminen, Mich. Tech Univ.

Frank Ferrara, Princeton Univ.

Michael Frazier, Denison Univ.

Ron Kovac, Ball State Univ.

Wayne Hunter, SUNY Brockport

Nancy Levine, Depaul Univ.

Michael Palladino, Univ. of Penn.

Joseph Vasquez, San Diego State Univ.

because of our speakers. The Program Committee would like to thank all those members who have answered the various Calls for Presentations this year. The complete list is too numerous to print, so we decided to recognize those who spoke for the first time this past year. The names listed below have not appeared on ACUTA agendas for at least five years, and in most cases, never.

Why do people volunteer to be a speaker? Joe Vasquez shared this thought with us: "Speaking to an ACUTA group provides a wealth of experience, even though you may feel like the audience knows as much about a topic as you do. In some instances, that's the case.) Generally, I feel presenting benefits the speaker as much as the audience."

Thayne Higgins wrote that "although at the time you had to beg, plead, and almost threaten me with bodily harm to get me to participate, looking back on the event it was a great experience. I find it hard to believe that anyone attending an ACUTA conference would not have something of interest to share with the other attendees."

Remember that you have experiences and knowledge to share. Next time you see a Call for Presentations, think about sharing your ideas. As Wayne Hunter tells us, "For me, the satisfaction comes from the interaction with my colleagues and the knowledge that is transferred to each other."

We thank all of our speakers and especially those who have stepped up to the mike for the first time.

## Want to be more involved in ACUTA? Be a State/Province Coordinator!

**Frank Ferrara, Princeton Univ.**

*Membership Chair*

The Membership Committee is looking for Coordinators for the states/territories listed at the right. (If your state already has a Coordinator, perhaps you could fill a vacancy for a nearby area.)

Being a Coordinator is an easy way to participate in the association and reap personal benefits without a major time commitment. State/Province Coordinators serve as a central contact for members and nonmembers in their area. This helps ACUTA know what's happening at schools or what hot issues need to be addressed. We'll also ask you to let us know of any major telecom developments in your state—new laws or regulations that colleagues in other states should hear about, for instance. We especially need help finding out the names of your colleagues at nonmember schools so we can invite them to be a part of the growing network.

One of the principal benefits to you is the additional networking and the opportunity to increase your circle of contacts. In addition, accepting a position of responsibility in your professional organization is viewed favorably by senior administrators within college/university environments. The increased visibility for your school is also of interest to most administrators. And if you have ever thought of serving as a committee chair or on ACUTA's board of directors, this could certainly be a step in that direction.

The State/Province Coordinator plays a significant role in how ACUTA relates to both members and nonmembers on an individual basis. Networking has helped ACUTA become the single voice of telecommunications in higher education.

There are clear advantages for both you and the association for just a small investment of time on your part. As a volunteer-driven organization, we depend on members to support our goal to help university telecom professionals contribute to the achievement of their institution's mission. If you have any questions, please call me at 609/258-6049 or contact Kellie Bowman, Membership Development Manager, at 606/278-3338 x22 or e-mail [kbowman@acuta.org](mailto:kbowman@acuta.org).

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## From ACUTA Headquarters

Jeri Semer, CAE  
Executive Director

As the ACUTA administrative year is drawing to a close with the 28th Annual Conference, I felt it would be appropriate to thank the many ACUTA volunteers and staff members who have contributed to making this another banner year.

The contributions of ACUTA Institutional and Corporate Affiliate members have enabled the association to accomplish a great deal this year, and it would take this entire newsletter and more to describe all of their accomplishments. With apologies for the many things I'm undoubtedly leaving out, here are some of the highlights that stand out as particularly worthy of praise for a job well done:

**Board of Directors:** This hard-working group of nine volunteers from large and small institutions, elected by their peers to lead the association, has provided both vision and drive. Among other things, they updated the Strategic Plan; directed the evaluation of every ACUTA program and service with the goal of improvement; commissioned studies of the needs of institutional and corporate members; strengthened the association's reserves and financial position to unprecedented levels; examined the future of ACUTA's educational offerings and directed the development of new delivery methods; and made policy decisions designed to keep ACUTA relevant and strong.

**Awards Committee:** Under the able leadership of Margie Milone from Kent State University, the Awards committee evaluated and selected outstanding recipients for the Institutional Excellence in Telecommunications Award and the Achievement Awards. The committee also reviewed the criteria for these awards

important issue for senior IT administrators, and planned an exciting program around this theme. They also provided general guidance to ACUTA regarding trends in higher education, and served as a tremendous resource on issues throughout the year. Several members of this group also volunteered to expand their involvement in ACUTA by participating on other committees.

### **Legislative/Regulatory Affairs Committee:**

This committee under the skilled leadership of Anthony Tanzi of Brown University has had a tremendous workload this year, and has ably represented ACUTA on regulatory issues while keeping members informed of developments that will affect their institutions. The committee has monitored and taken action on issues including local number portability, Universal Service fees, access charge reform, unauthorized charges, local competition, calling party pays cellular, campus cable TV, slamming, cramming, and others. They have planned and delivered educational programs, written alerts and articles, and worked tirelessly on behalf of ACUTA members.

### **Marketing Committee:**

This committee is tasked to carry out many action items in the Strategic Plan pertaining to ACUTA's image, visibility, and credibility in the higher education environment. Under the leadership of Jan Weller from Washington University, the committee has worked on developing materials that ACUTA members may use to make presentations before other higher education organizations. The committee has also addressed how we can recognize outstanding Web sites from telecom departments through

provide meaningful networking opportunities such as the popular Lunch by Location at the Annual Conference and First Timers recognition and assistance at every ACUTA event. They assisted staff with recruitment and retention of members and recruitment of State/Province Coordinators; and generally worked to make the membership experience more valuable.

### **Program/Education:**

This highly productive committee under the leadership of Jeanne Jansenius of the University of the South produced three Seminars and an Annual Conference that received consistently high evaluations from members who attended. The committee made a special effort to focus on the new Telecom/IT skills that ACUTA members will need to survive and excel in the higher education environment of the future. In addition to planning a successful audio conference and pre-seminar workshop on voice over IP, the committee performed research to lay the groundwork for ACUTA's first on-line educational offerings, which are expected to be in development during the coming year.

### **Publications:**

Members of the creative and forward-thinking Publications Committee are called upon to develop ideas, write articles, interview higher education and telecom leaders, and oversee the two successful ongoing publications—the *Journal of Telecommunications in Higher Education* and the *ACUTA News*. The *Journal* continues to be self-supporting with advertising revenue, while exploring issues of importance to ACUTA members. The *ACUTA News* is packed with useful information and is



# Welcome New Members

# Positions Available

and worked on enhancing their visibility. **Higher Education Advisory Panel:** This group of senior level administrators provided valuable direction on the program for the 3rd Annual ACUTA Senior Leadership Forum, which is planned for the Nashville Conference. They identified *convergence* as the most

ments throughout the membership, and has also developed recommendations on how we can increase utilization of ACUTA products and services by individuals from nonmember institutions.

**Membership Committee:** Under the leadership of Frank Ferrara of Princeton University, this committee worked to

supporting a whole new look that debuted this month. Terry Robb of the University of Missouri, Columbia has led the committee through another very successful year.

**Student Papers Task Force:** President-Elect Tony Mordosky chaired the Task Force this year as it worked to stimulate interest in the Student Papers Competition, evaluated the entries, and selected the winners. In its third and final year, the Student Papers Competition has helped ACUTA to reach out to academic institutions and increase the visibility of telecom on campus.

**Vendor Liaison Committee:** The Vendor Liaison Committee consists of a majority of Corporate Affiliate members, with institutional members as well. Chair Pat Searles of Cornell University guided the committee through a series of complex agenda items this year. The committee re-evaluated the benefit structure for various levels of corporate membership, and made a recommendation to the Board to enhance the value of Bronze, Silver and Gold memberships. They performed detailed reviews of the Corporate Member Needs Survey and the Facilities and Services Survey, with the goal of increasing the response rates and gaining meaningful information. The committee also supervised the successful User Group program, mentored new exhibitors and sponsors, and provided input to the Board on issues affecting vendors. Thanks to outstanding support from ACUTA vendors, Nashville 1999 will feature the largest exhibit in ACUTA history.

Each of these committees was assisted by a liaison from the Board of Directors, with assistance and support provided by ACUTA staff. Thanks to all of you for a memorable and productive year.

## Institutional Member

- Northeastern State Univ., Tahlequah, OK. Larry Hogan, 918/456-5511 x5880. T3

## Corporate Affiliate Member

### GOLD LEVEL

- **MiCTA**, Mt. Pleasant, MI. Kenneth Johnson, 517/772-2623 x202

### COPPER LEVEL

- **Laser Wireless Inc.**, Lancaster, PA. Dick Walter, 877/527-3757  
Laser Wireless designs and manufactures a system that can transmit phones, voice, video, and data at speeds up to 155 megabits per second on a beam of light through the atmosphere with no license required.
- **Enterprise Consulting Group**, New York, NY. Edward Ciesla, 212/940-0700  
A national technology consulting firm providing services to the educational community specializing in voice, video, and data. Offices across the nation including CA, FL, IL, MA, MN, NY, TX, and WA.
- **US West Communications**, Portland, OR. Heidi Frasier, 503/425-5275

The following positions are posted on ACUTA's Web site at [www.acuta.org](http://www.acuta.org).

- **Coordinator, Telecommunications , Univ. of South Florida**  
Contact: JMary LaPoint, Information Technologies, Univ. of So. Florida, SVC 4010, 4202 E. Fowler Ave., Tamps, FL 33620. 813/974-4004
- **Business Manager, Communications Svcs/Physical Infrastructure, Univ of Iowa**  
Contact: Karen Shemanski, Univ. of Iowa, ITS, 425 Northwestern Bell Bldg., Iowa City, IA 52242-1589. Karen-Shemanski@uiowa.edu. EO/AAE
- **Help Center Coordinator, Univ. of Maine, Orono**  
Contact: Les Shaw, Univ. of Maine, Info. Technologies, Neville Hall, Orono, ME 04469-5752. EO/AAE
- **Sr. Computer Programmer Analyst, Florida State Univ.**  
Contact: Florida State Univ., University Center C, Rm. 6140, Tallahassee, FL 32306-2720. rhenderson@admin.fsu.edu EO/AAE