ACUTA eNews February 1998, Vol.27, No. 2
Call for Nominations
ACUTA Board of Directors 1998-1999

James S. Cross, Michigan Technological Univ.
Chair, ACUTA Nominating Committee

Each year at this time, the Chair of the Nominating Committee issues a call for nominations for ACUTA’s Board of Directors. Our governance structure calls for us to elect four positions each year: President-Elect, Secretary/Treasurer, and two Directors-at-Large. Nominations will be accepted for the following:

President-Elect: As stated in the Bylaws (Article III, Sect. A6), “Candidates for the office of President-Elect must have served as a member of the Board of Directors for a minimum of one year, or served as the Chair of a permanent committee for a minimum of one year.” Nominees for this position must also be prepared to serve the following two years as President and Immediate Past President, as stated in the Bylaws.

Secretary/Treasurer: This is a one-year position. Since the Secretary/Treasurer may serve two consecutive terms, Tony Mordosky of Bradley University is eligible to run for re-election if he chooses.

Directors-at-Large: Two positions shall be elected each year for two-year terms. The Nominating Committee will assemble a slate of nominees from names submitted by the membership. The two candidates receiving the most votes will be declared the winners. The Director-at-Large terms expiring this year are Linda Bogden-Stubbs of SUNY Health Science Center in Syracuse, and Donna Borden, University of Delaware. Donna is eligible for a second two-year term, should she choose to run for re-election; Linda has served two consecutive terms and is not eligible for a third term.

Current President Margie Milone, Kent State University, becomes Immediate Past President, and President-Elect Buck Bayliff of Wake Forest University will assume the position of President for ’98-’99.

Any Institutional ACUTA member may submit nominations for the offices of President-Elect, Secretary/Treasurer, and Director-at-Large. However, any individual nominated should be aware of the considerable commitment to carry out the responsibilities of the office. The individual’s institution must also be prepared to support such a commitment.

Per Article III, Sections A2 and B2 of the Bylaws, nominees must be either a primary or associate representative of an Institutional Member.

Nominees will be contacted to discuss the duties and responsibilities associated with the position and their ability to fulfill those obligations, and to answer any questions the nominee may have.

Nominations must be received by 5:00 p.m. CDT, April 11, 1998. Send all nominations to: James S. Cross, Vice Provost of Information Technology, Michigan Technological University, 1400 Townsend Dr., Houghton, MI 49931-1295. E-mail jcros@mtu.edu.

Phone nominations will not be accepted. All elections will be done by mail ballot to provide all voting members an opportunity to participate in the selection of ACUTA’s leadership.
President's Column
Continued from page 1
I have learned more from my ACUTA peers while attending seminars than from any other source.
- I have enhanced my credibility and visibility on my campus: A certain amount of recognition comes from holding an office. Plus, if you present or moderate at an event, you will gain confidence and experience in public speaking. Contributing to the newsletter or journal will enhance your writing skills.
- I have attended more events: The Program and Membership Chairs, in addition to Officers, are required to attend every seminar and conference. ACUTA covers approved travel expenses and registration fees. Directors-at-Large attend two board meetings in conjunction with one seminar and the annual conference. When I was first appointed Membership Chair, my travel budget was $0, so I greatly benefited attending seminars and conferences which otherwise I would not have been able to attend.

The call for nominations is out. Elections will follow. I urge you to review pages 12–14 of the 1997-98 Membership Directory which describes Board of Directors, Officers and Directors, Committees and Committee Chairs, including eligibility, qualifications, and terms of offices. Serving ACUTA is truly rewarding; try it, and find out what's in it for you!

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President: Margie Milone, Kent State University
President-Elect: Buck Balfy, Wake Forest University
Secretary/Treasurer: Anthony Mordosky, Bradley University
Immediate Past President: James S. Cross, Michigan Tech. Univ.
Directors-At-Large: Linda Bogden-Stubbins, SUNY Health Sci. Ctr.; Donna Borden, Univ. of Delaware; Bill Brichta, Lehigh Univ.; Marianne Landfair, Indiana Univ. System; Dawn Lotz, Marquette Univ.

Committee Chairs
Legislative/Regulatory: Anthony Tanz, RCDD, Brown University; Marketing: Ron Pointer, Saint Louis University; Membership: Terry Wallace, Pepperdine University; Program/Education: Jeannine Jansenius, University of the South; Publications: Tony Robb, University of Missouri; Columbia; Vendor Liaison: Patricia Searles, Cornell University

Executive Director: Jen A. Semer, CAE; Business Manager: Eleanor Smith
Communications MGR.: Pat Scott; Communications Intern: Terrie Morris; Computer Services MGR.: Aaron Fuehrer MGR.: Corporate Relations/Marketing: L. Kevin Adkins, RCDD; MGR.: Professional Development: Donna Hall; Marketing Assist.: Amy Conrad; Meetings Manager: Lisa Chesire, CMP; Membership Development MGR.: Kellie Bowman

The opinions expressed in this publication are those of the writers and are not necessarily the opinions of their institution or company. ACUTA as an association does not express an opinion on endorse products or services. ACUTA News is published 12 times each year by the Association of College and University Telecommunications Administrators, a nonprofit association for institutions of higher education, represented by telecommunications managers and staff. Subscriptions: $45 a year, $4 per issue. Send material for ACUTA News to Pat Scott, ACUTA, 152 W. Zardale Dr., Ste. 200, Lexington, KY 40503-2486; ph. (606) 278-3338; fax (606) 278-3268; E-mail: pscott@acuta.org.

ACUTA 1998 EVENTS

Spring Seminars
April 26–29
Cincinnati, Ohio
Technology Management Issues
Disaster Preparedness/Facility Security

27th Annual Conference
July 12–16
San Diego, California
Marriott Hotel & Marina

Fall Seminars
October 11–14
Dallas, Texas
Enterprise Networks
Marketing Student Svc./Campus Security

Board Report

The Board held the monthly conference call on January 8.

The President presented a proposal for an "Interassociation Forum on Learning Through Service in Higher Education." After some discussion concerning the logistics of the event, it was agreed to review the proposal further after additional information about dates and other aspects of the proposal is obtained.

The Board discussed a remaining strategic plan action item relating to the Grants and Contracts as presented by the Bill Brichta. The Directors-at-Large were asked to develop strategic plan language to implement the concepts presented.

Committee reports were accepted from most committees via their board liaisons. Some of the reported items included:
- Update on Universal Service actions including a report on the FCC's 12/30/97 Order, exempting nonprofit schools, colleges, and universities from contributing to the Universal Service Fund
- Plans for implementing a consultant's column in the Journal entitled, "Technically Speaking."
- Presentation of a draft advertisement proposed for use in the Chronicle of Higher Education.
- Membership committee reported they are working on a "Lunch by Location" for the Annual Conference.

The Executive Director reported there had been good response to the Senior Leadership Form advisory committee invitations.

Respectfully Submitted:

Tony Morgan
Anthony Mordosky
Bradley University
ACUTA Secretary/Treasurer
International Project Aims to Determine What IT Services Really Cost

Karen Leach, CIO, Colgate University
David Smallen, Director, Information Technology Services, Hamilton College

Getting a handle on the true cost of delivering IT services is a challenge faced by IT leaders everywhere. Total-cost-of-ownership studies widely quoted in the popular press and higher education publications don’t seem realistic in light of actual expenditures we see on our campuses. Institutional trustees and governing boards, concerned about rising annual costs for information technologies, are asking hard questions about the impact of services on the educational program and the value the institution is getting for its investment. Sound familiar? A new research project is underway to address these issues.

The ultimate goals of the COSTS Project (Costs of IT Support Services) are to provide useful data to participants, establish benchmarks for providing IT services in an educational environment, and identify exemplars. The approach used is to obtain consistent and reliable data and analyze it in meaningful ways. Data collection is done through templates developed for distinct service areas (e.g., training, helpdesk, equipment replacement). Project leaders are David Smallen and Karen Leach, IT colleagues at Hamilton College and Colgate University.

In 1997, with participation by twenty-three institutions, preliminary results were obtained for three services areas. These results on repair services, network services, and administrative systems demonstrate that there are more similarities between schools than one would at first suppose. Preliminary analysis shows that benchmarks may indeed be possible. For example, at the twenty-one institutions that provided data on network services, the cost per used network port at almost all schools was between $200 and $400. Repair services appear to cost between $50 and $150 per computer, depending on the level of service provided. In each area interesting trends were observed.

A copy of the presentation given by Smallen and Leach and a paper with more information about the project is available at:

http://www.hamilton.edu/personal/staff/dsmallen/cause97

The repair template can be found at:

http://www.hamilton.edu/personal/staff/dsmallen/repairtemplate

As a result of the presentation, a report about the project in the Chronicle of Higher Education, and recent postings to several listserves, many new institutions of all sizes (K-12 through large universities) have joined the project. Among the additional service areas scheduled for data collection and analysis in 1998 are: helpdesk, training, instructional support, and equipment replacement.

The success of this project for the educational IT community will depend on broad participation from people who are willing to provide the needed data. The data collection process is not onerous for most institutions, but requires understanding how services are delivered. Participation will provide real value for higher education as a whole, and also give you solid comparative data to use at your home school. It should be noted that detailed data is only available to those that contribute. All schools are invited and encouraged to participate. Simply e-mail the leaders and join the effort!

Reach Karen Leach via e-mail at kleach@mail.colgate.edu and David Smallen at dsmallen@hamilton.edu

Spotlight

Welcome to one of ACUTA’s most recent Corporate Affiliate members:

Paradyne offers award-winning xDSL products, DSU/CSUs, frame relay, and TDM solutions. HotWire* xDSL allows multi-megabit data transmission over existing copper wires with analog voice. Judy Carter Livers, 813/530-2703
ACUTA members need to be aware of recent developments in two key areas: Universal Service and Access Charge Reform. These new developments will have a significant financial impact on your telecommunications costs.

The Higher Education community has recognized that universal service support mechanisms for schools, libraries, rural health facilities, and high cost/low income areas are a worthwhile and valuable tool to bring advanced telecommunications services to deserving segments of the population.

At the same time, higher education telecommunications professionals need to help their campuses plan for the potential financial impact of these programs. In order to assist, ACUTA has been almost continuously engaged in discussions with regulators, other telecom associations, carriers, attorneys and higher education associations. Our goal is to keep you informed, and represent the interests of our member institutions.

Universal Service: On December 30, the FCC adopted an Order which clarified their earlier May 7, 1997 ruling on Universal Service, stating that non-profit colleges and universities are exempt from contribution to the Universal Service Fund as telecommunications providers. The effect of this Order was that the carriers—not the colleges—would be required to contribute a portion of their telecommunications revenues to support the Universal Service Fund.

However, the FCC Order also stated that colleges and universities would be considered “end users” for purposes of Universal Service Fund contributions. This was announced to the ACUTA membership in a January 6 Alert. The FCC Order did not mandate—but also did not prohibit—carriers from passing these costs along to their customers.

Recently, the three major Interexchange Carriers (IXCs) have informed us that they are planning to pass through the costs of their Universal Service Fund contributions to their business customers. Many institutions have received notifications and invoices, showing a new charge of 4.4% to 4.5% of their total telecommunications expense as a “Universal Service Fund” charge. Incumbent Local Exchange Carriers (ILECs) will also be passing along their costs.

Access Charge Reform: In a different but closely related Order issued on May 7, the FCC established a new structure for the way in which ILECs are compensated by the IXCs for access to their networks. The Order established a flat monthly charge of $2.75 per line for multi-line businesses, called the Presubscribed Intercarrier Exchange Access Charge (PIE). A later Order reduced the per-line PIE for Centrex customers to one PIE per every nine Centrex lines—or the equivalent of $3.1 per Centrex line. This is a charge by the ILEC to the IXC—not a charge to end users. At the same time, the FCC began a phased reduction of the per-minute access charges that IXCs paid to the ILECs.

Again, the FCC Order permits carriers to pass these costs along to their customers. However, it was also expected that the per-minute reductions would be passed along as savings, causing an overall reduction in long distance charges.

Colleges have now begun receiving bills from their IXCs, passing along these access charges. Because of confusion in the early stages of implementation, some of these invoices are not entirely accurate. The ACUTA office has received copies of January invoices ranging from under $100 to nearly $30,000 per month for these new charges. As you might imagine, members are very concerned about the financial impact of these unanticipated charges.

On February 20, ACUTA will be holding an Audio Conference to provide vital updates on Universal Service and Access Charge Reform. The principal instructor will be Washington, DC attorney Jeffrey Linder, a frequent speaker and legal advisor to ACUTA and its member institutions. For one low registration fee, you and an unlimited number of colleagues on your campus can participate in this 90 minute educational program. Call the ACUTA office for more details if you are interested.

We also acknowledge the extremely valuable actions by the International Communications Association (ICA), the American Council on Education (ACE), Association of American Universities (AAU), American Association of Community Colleges (AACC), National Association of State Universities and Land Grant Colleges (NASULGC) and others.

ICA in particular, and their attorney Brian Moir, were instrumental in obtaining the reduction in financial impact for Centrex users, and subsequent concessions by at least one major carrier. The higher education associations, ably assisted by their attorney Kenneth D. Salomon and his firm, took the lead in effectively negotiating the exemption for non-profit colleges and universities as carriers.

ACUTA will continue to keep members informed, and to do everything that we can to ameliorate the impact of these decisions by Federal regulators and telecom carriers.
ACUTA LEGISLATIVE & REGULATORY AFFAIRS COMMITTEE

D.C. at a Glance
Whitney E. Johnson

FCC
The Enforcement Division of the FCC’s Common Carrier Bureau has issued its “Scoreboard” which tallies the most common consumer complaints, notes trends in complaints, and provides tips to consumers. According to the study, slamming accounted for 36% of all telephone-related consumer complaints processed last year. Complaints about pay-per-call services accessed through “900” numbers amounted to 13%, and interstate operator service providers’ rates and services 12%. In the same report, a comparison of Interexchange Carriers (IXC) indicates that the largest IXCs (AT&T, MCI, Sprint, and WorldCom) were the subject of relatively few complaints. This conclusion was reached after counting the complaints and dividing the total by the companies’ millions of dollars of revenue. View the entire report at www.fcc.gov. (Telecommunications Reports, 1/5/98)

The Courts
Speaking to an ACUTA audience more than a year ago, attorney Jeff Linder indicated that the Telecom Act of 1996 would likely lead to a bonanza for his profession. That sure seems to be the case today. The Supreme Court is now considering a review of the decision by the U.S. Court of Appeals for the Eighth Circuit (St. Louis) concerning the FCC’s authority to (1) issue pricing rules for local interconnection and unbundled elements; (2) require incumbent local exchange carriers (ILECs) to provide bundled packages to competitors; and (3) require that ILECs let competitors pick and choose provisions of other agreements for use in their own pacts.

The Supreme Court agreed to review this case; however, since the justices did not put the case on the agenda for the current term, it’s not likely to be handled until the court’s 1998-99 term begins next fall. No decision on the case is expected until spring or early summer of 1999.

Several other court actions are under consideration including the ruling last in December by the U.S. District Court in Texas that some parts of the Act were unconstitutional. It may be up to the Supreme Court to settle this one. (TR 1/19)

Pay phones
The FCC has ruled that the owner of an 800/888 number will be billed for every call to that number made from a pay phone with the revenue collected going to the owner of the pay phone where the call originated. Some companies have indicated that they will block all incoming calls from pay phones if these can be identified. Charges of about $28 per call have already begun showing up on university telephone bills.

Problems all over
One Friday early in January AT&T Canada reported a large-scale failure in its national telecommunications network that disrupted voice and 800 service to many customers throughout Canada. AT&T Canada released information to customers about how to make calls through the ILECs until the service was restored. Even the giants can have trouble. (TR 1/12)

BellSouth has earned a $100,000 reward for information leading to the solution of a burglary on Christmas Eve at the central offices in the Raleigh, NC area. The thief(s) got away with 140 electronic processor cards that were installed in digital central office switches. The cards have a collective value of about $1.8 million. These cards are standard equipment that would be used in switches like the Lucent Technologies, Inc., and Northern Telecom, Inc., exchange switches.

Copyright Violations
Is it okay to violate a copyright if you aren’t going to profit from it? No. Under a new law, a person who “willfully” infringes on copyrighted material worth at least $1,000 could be subject to criminal prosecution even if he does not profit by it. Previously, violators were not charged with criminal misconduct unless they profited from the violation.

A word of caution regarding electronic copyright infringement, as well: Don’t assume that anything you find on the Internet is without copyright, according to Rosanne Rossello (“Moving from Print to Multimedia,” Desktop Publishers, Jan/Feb 1998). The full text of U.S. copyright law can be viewed at www.law.cornell.edu/uscode/17. For more specific information regarding copyright infringement and how to avoid it in multimedia applications, see the Electronic Frontier Foundation’s “Intellectual Property Online: Patent, Trademark, Copyright” archive at www.eff.org/pub/intellectual_property/multimedia_ip_primer.paper.

Semer Recertifies
ACUTA’s Executive Director Jeri Semer, was recently recertified as a Certified Association Executive (CAE) with the American Society of Association Executives (ASAE).

Prior to certification, applicants are rated on their experience and accomplishments in association management and must successfully complete a comprehensive, one-day examination which tests general knowledge of the association management profession.

To maintain certification, an association executive must accumulate professional credits each three years based on his or her involvement in association management continuing education and the profession.

Among association professionals, “CAE” is an indication of demonstrated skill in leadership, activity in community affairs, and expertise in association management.

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Update

Positions Available

Only school/company names, position titles, and contact information now appear in the newsletter. Complete details are available on the ACUTA Web site. If you do not have Internet access, call Pat Scott at the ACUTA office (606/278-3338) to receive a printout of current listings. Please submit position-available information electronically to Aaron Fuehrer at afuehrer@acuta.org or to ACUTA's homepage: http://www.acuta.org. If you post a position, please notify Aaron when the position closes.

- Five positions, University of Pennsylvania: Information Systems Specialist III; Systems Programmer III (2 positions); Sr. Technician, Computer Electronics; and Electronic Technician III. Contact Patricia M. Powell, ISC Networking, 3401 Walnut St., Ste. 221A, Philadelphia, PA 19104-6228.
- Network Systems Administrator, Stetson University: Contact Stetson University, Department of Human Resources, Unit #8327, DeLand, FL 32720

Welcome New Members

Institutional Members
- Concordia University, Austin, TX. Cheryl L. Boeck, 512/486-1172. Tier 1

Corporate Affiliates

Copper Level
- American Internet Corp., Bedford, MA. David Kaufman, 781/276-4574
- Telecommunications Mgmt. Assoc., O’Fallon, MO. Janet Melzer, 314/978-7941

Associate Members
- McKnight Exchange Foundation, McLean, VA. Tom McKnight, 703/442-8733
- University Continuing Education Assoc., Washington DC, Kay Kohl, 202/659-3130
- Virginia Dept. of Info. Tech., Richmond, VA. Charlie Hudgins, 804/371-5213

ACUTA Office Goes Green

As of January 19, tenants in the ACUTA Building are thinking much more environmentally. Through arrangements with a local recycler, two bins have been moved into the common area so that all four tenants can contribute newspaper, bond paper, cardboard, and aluminum cans for recycling. With a scheduled pickup, we expect to contribute in an effective way to local environmental efforts.

ACUTA Audio Conference

"Update on Access Charges and Universal Service: Impact on Telecommunications Costs"  
Friday, February 20, 1998  
2:00 - 3:30 p.m. EST  
If you need to know about the financial impact of Universal Service and Access Charge Reform on your campus, you can’t afford to miss this seminar.  
$59 members; $100 nonmembers  
Call today to register.  
606/278-3338

Virtual Community to Develop National Technology Grid

A project to build a "virtual community" that will allow scientific and engineering researchers to share information and pool resources will involve the University of Kentucky and 56 other partners. The Alliance is centered at the University of Illinois at Urbana-Champaign. The Kentucky Center for Computational Sciences will provide access to its supercomputer, training, and network coordination to the project. The Alliance plans to develop a prototype national computational infrastructure called the National Technology Grid with the support of a five-year, $170 million grant from the National Science Foundation.