From the President
Margie Milone
Kent State University

One year ago Colin Powell took the reins of a new initiative called America's Promise: The Alliance for Youth. Since then, we have seen a nationwide commitment to community and public service which includes endorsements from college presidents and industry leaders, and involves thousands of individuals. Even ACUTA has recognized the importance of promoting good citizenship, including dedication to public (community) service in our new mission statement and crafting a strategic plan objective to promote community service efforts by our members.

The goal of the Alliance was to connect at least two million disadvantaged young people with five basic resources by the year 2000: an ongoing relationship with a mentoring adult; safe places and structured activities where they can learn and grow during nonschool hours; a healthy start; a marketable skill; and an opportunity to perform public service. With an operating budget of $6 million last year and slightly more this year, Powell recently praised the Alliance for its success and commended nearly 350 corporate, government, and nonprofit entities which have made personal and financial commitments.

For ACUTA to measure commitment to community service projects all...

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 in July.

Ballots will be mailed to voting members May 18 with instruction to return a written vote postmarked no later than June 5. Ballots postmarked after that date will be disqualified. Fax, e-mail, and phone votes cannot be accepted.

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.

CANDIDATES

President-Elect
Tony Mordosky .......... Bradley Univ.

Secretary-Treasurer
Linda Bogden Stubbs ............. SUNY Health Science Center, Syracuse

Directors-at-Large
(Two positions open)
Anne Apicella .... University of New Mexico
Bill Bricha .......... Lehigh Univ.
Ronald Pointer .......... St. Louis Univ.
Maureen Trimm .......... Stanford Univ.

Moderators & Monitors Needed in San Diego!

Please consider serving as a moderator or monitor at ACUTA's 27th Annual Conference in San Diego. If you volunteer early, you may request the sessions you prefer and decide whether moderating or monitoring fits your style.

A moderator introduces the presenter (using a pre-drafted script) and facilitates questions and answers. As a moderator, you will also have an opportunity for private conversation with the presenter at a special get-acquainted breakfast.

Monitors distribute and collect evaluation forms and report any audiovisual or facility problems to the staff during a presentation. As a monitor, you will have a chance to greet every attendee and help the program committee evaluate the effectiveness of the session.

Sign up today! Just review the conference schedule in your brochure or on the Web. Send an e-mail to Donna Hall at dhall@acuta.org with a list of sessions you prefer. A list of available sessions is also posted at http://www.acuta.org/html/sandiego.html.

It's a great way to meet people and be a vital part of the ACUTA conference!

Top 5 Reasons to Be a Moderator or Monitor

5. You meet more attendees
4. It means visibility for your institution
3. It's a non-threatening leadership opportunity
2. You can have one-on-one conversations with presenters
1. You get a special ribbon for your name badge
President’s Message
Continued from page 1

ready being provided by our members is a
logical first step in fulfilling this objec-
tive of our strategic plan. Since my first
column last year, many of you have told
me about your community service ef-
torts—donating clothing to the home-
less, serving in soup kitchens, and pro-
viding for underprivileged children, to
ame a few.

We would like to be able to report (1)
how many volunteer hours are pro-
vided by ACUTA members and/or their
department, (2) how many institu-
tions actively promote community ser-
vice, and (3) the number of institu-
tions which have a community service
requirement in the curriculum. To en-
able ACUTA to be represented in this
effort, please send me an e-mail (mmilone@mcs.kent.edu) with this
information by May 30.

I hope you will want to help us contrib-
ute to this national referendum. It’s such
a small way to have a big part in a
program of national importance.

ACUTA NEWS, Vol. 27, No. 5

BOARD OF DIRECTORS
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Q A

Do you have a question? Would you
like to provide an answer? Questions
related to campus telecommunications are
invited. Answers will be provided by vol-
once with expertise in a variety of tech-
nologies. (Please note that advice given in
this column is the opinion of the author.
ACUTA neither recommends nor endorses
any company’s products or services.) Send
questions to Pat Scott at ACUTA, or phone
606/278-3338. E-mail pscott@acuta.org.

Q. A lot of schools have at least one
entity on campus where voice mail is
not appropriate and all calls must be
queued for a "live" answer. This could
be the main switchboard, registrar or
financial aid office, or a technology
help desk. Is there a fast way for a call
center manager to notify personnel
when calls are backing up in the queue
or to convey other critical information?

A. Electronic message boards were
used in early attempts to communicate
with answering personnel, but layout of
most school offices makes it impos-
sible for everyone to have visual line-
of-sight to the displays. In addition, this
method of communication requires not
only that operators make the effort to
see the information, but that they see it
at the crucial second they need to.

New technology is now available that
delivers real-time ACD (Automatic Call
Distribution) status information and cus-
tom messages to the desktop PC of
answering personnel. This LAN-based
windowing technique emulates an
external display or message board and
provides information continuously from
the call center manager to the person
taking the call. Color changes and an
audible beep can be conditionally pro-
grammed to ensure that personnel rec-
ognize crucial messages immediately.

This system is not only a great way to
alert those who answer phones to a
crisis situation, but can also be used to
provide words of encouragement to
hard-working operators!

Thanks for this month's Q&A to Dave
crowell, Product Manager at Perimeter
Technology in Manchester, NH. Reach
Dave at 603/645-1616, ext. 212.

Board Report

The Board held its monthly confer-
ence call on Thursday, April 2, 1998.
The Secretary/Treasurer reported on the
budget planning process: After initial
reviews and changes, the Fi-
nance Committee approved the pro-
posed FY '98-'99 budget and will sub-
mit it for review at the Board meeting
in Cincinnati on April 25.

The Board heard reports from the fol-
lowing committees:

- Vendor Liaison Committee finalized
details of user group meetings in San
Diego, which have been scheduled
Sunday through Tuesday to allow at-
tendees to participate in more than
one meeting.

- Student Papers Committee re-
ported the submissions have been a
little slow. The committee will explore
the possibility of extending the dead-
line based upon the Board discussion.

- Awards Committee reported on the
number and quality of applications
they had received and reviewed.
Based upon the initial proposals, full
applications were requested from two
institutions in category two and four
institutions in category four.

- The Executive Director reported
that the Senior Leadership Forum pro-
gram is close to being finalized. Gra-
ham Spanier, President of Penn State,
has been confirmed as a presenter,
focusing on Federal legislative and
policy trends in the area of technol-
y in higher education and the im-
 pact of technology on higher ed.

Respectfully submitted,
Anthony Mordosky, Bradley Univ.
ACUTA Secretary/Treasurer

Have You Returned Your Survey?

If you received a Member Needs As-
essment survey, it is VERY im-
portant that you complete and return it
to Fetzer-Kraus as indicated right
away. We must have this informa-
tion in order to identify and meet
your needs in the future. Call Kellei
Bowman (606/278-3338) for details.
Dave Barta  
University of Oregon

Let there be (Blue) Light!

Eugene, Oregon is a friendly place and the campus of the University of Oregon is generally a safe place. But like any large campus there are dark, lonely corners. The University has provided a system of emergency telephones placed strategically around the campus for over 25 years.

The first system was a Gamewell Loop system which provided non-telephone talk path to each phone plus lit a light on a panel in the Office of Public Safety (OPS). These callboxes were connected to two pairs of wire running from the University tunnel system and connecting back to OPS.

In 1991 this system was replaced by Gaitronics emergency telephones taking dialtone from the campus PBX. These telephones were mounted on the same posts as the old callboxes and used the same two-pair wire, now routed in the tunnels to several communications closets.

In 1996 a student group began pressuring the administration to put blue lights on top of the outdoor callboxes so they would be more visible at night. While the administration agreed in principal, it was faced with the daunting cost of running new conduit and wire to each pedestal to provide the electricity required to power commercial blue lights. The National Electrical Code, and common sense, both prohibit running regular commercial power in the same cable or conduit with low voltage telephony applications.

The challenge was to find a way to provide blue lights legally, safely, and cheaply using existing wiring.

Cliff Dax, Senior Development Engineer of the University’s Technical Science Administration, had been experimenting with new LED technology which made LEDs brighter, longer lasting, and available in a wider array of colors. Dax and UO Telecom Services electrical engineer Larry Laitinen tried using PBX line power to power the lights, but tests proved that the current draw required was enough to signal the PBX that the phone was activated (off-hook) when it was not.

Laitinen suggested that a separate power source use the second pair to each phone to provide blue-light power. Tests showed that a centrally located 48-volt power supply could provide ample power to light an adequately bright fixture even at the furthest reaches of the campus.

Dax designed and built two prototypes which he and Telecom Services installed in September, 1997. The lights contain 10 blue LEDs encased in 3/4” polycarbonate glued to the top of the callbox posts. They glow constantly and flash when the phone has been activated.

The lights have met with enthusiastic student approval and have been working flawlessly since they were installed. Orders have now been placed with Dax to build and install more. The cost to design, build and install the lights averages approximately $250 each. The materials alone cost $85 each.

Dave Barta can be reached via e-mail at dbarta@oregon.uoregon.edu.

Contractors on Your Campus?

Neil Sachnoff, College of Saint Elizabeth, recently raised a question on ACUTA’s listserve regarding establishing rules of conduct for contractors who work on campus. Neil expected a code of conduct to include such things as appropriate attire, restricted fraternizing with students, keeping doors open in offices where work is being done, removing all trash as it accumulates. The number one issue indicated by the responses is security. Listed below are some of the suggestions that were posted in response.

- Contractors must wear either ID badges or wear clothing (tee shirts, polo shirts, jackets) emblazoned with the name of their company. Around the dorms, they cannot start work until 10 a.m., but in those areas they can work until 9 p.m. (Marjorie Windelberg, Gannon Univ.)
- All communications contractors must wear a highly visible contractor’s badge with a picture ID and the company name, the person’s name, and the area they are supposed to be working in. The background color, which is changed frequently, is different from the normal university ID. The expiration dates on the ID are large and prominently displayed to help prevent unauthorized use.

We send the department coordinator a list of workers from the contractor well in advance of their arrival. It helps raise peoples comfort level on both sides—ours and the contractors’. (Tony Tanzi, Brown Univ.)
- Borrowing an idea from Pam at the University of Idaho, we are adding photos of our technicians to our Web page—a great idea to enable a client to verify the identity of a technician just by looking online. Our crew of technicians, though contract labor, are always the same group of people, so it was viable for us to do this. (Anne Apicella, Univ. of New Mexico)
ACUTA Meets with Higher Education Associations on National Policy Issues

One of the action items articulated in the ACUTA Strategic Plan is for ACUTA to establish appropriate communication links with other higher education associations. One of the purposes of establishing these links is to engage in a dialogue about national policy issues.

On March 24, Anthony Tanzi of Brown University and Chair of ACUTA’s Legislative/Regulatory Affairs Committee, and I attended the second annual Information Technology Forum in Washington, D.C. This meeting, called by the National Association of State Universities and Land Grant Colleges (NASULGC), brought together representatives of nearly 30 different higher education associations and institutions. The group met for the purpose of receiving updates on pending Congressional actions affecting technology in higher education and developing joint positions for the higher education community.

The meeting was chaired by Dr. Graham Spanier, President of The Pennsylvania State University and Chair of the Presidential Board on Information Technology. (Dr. Spanier will also be a presenter at ACUTA’s Senior Leadership Forum this summer in San Diego.)

The primary goal of the group is to seek consensus on pending legislative and regulatory issues, and to develop a unified position for the higher education community. Through these cooperative efforts, the community can participate in joint actions such as the September, 1997 joint filing with the FCC, seeking an exemption for colleges and universities from being considered telecommunications carriers for purposes of the Universal Service Fund contributions.

This year, discussion focused on four major areas. Pending legislation in these areas is changing on almost a daily basis, but all of these areas are being watched carefully with advocacy as appropriate by the higher education associations that maintain a Washington presence:

1. Copyright and Intellectual Property Legislation: Bills are currently before the Congress dealing with copyright of materials in electronic form, and higher education’s representatives are seeking to protect the ability of universities to access and use information for educational purposes. In addition, legislation is pending that would limit access to “proprietary” databases. The proponents of this legislation are the owners of large databases; opponents include the library community, university organizations, RBOCs, IXCs, and others.

2. The Internet Domain Name System: The U.S. Government is getting out of the Internet administration business. New systems are being debated for controlling the assignment of domain names. The Department of Commerce has proposed the formation of a new non-profit corporation for Internet administration. Educom has applied to become the administrator for the "edu" domain name.

3. Next Generation Internet (NGI) and Internet2: Fiscal Year 1998 funding for NGI is set at $95 million, but a recent court decision has stalled $23 million in funding that was to come from a National Science Foundation fund created from part of the domain name registration fees. NGI authorization bills are moving along in both the House and the Senate. 122 universities are now members of the Internet2 project, along with 24 corporate members and 26 other affiliates. It was reported that 75 campuses are expected to be on the broadband net by January, 1999. The University Corporation for Advanced Internet Development (UCAID) was formed in October, 1997 to provide oversight of Internet2 and related networking efforts in higher education.

4. Telecommunications: The associations in attendance were uniformly concerned with the actions of telecommunications carriers to pass through Universal Service Fund contribution obligations and access charges to their higher education customers. In addition, there was extensive discussion of the potential for Internet Service Providers (ISPs) to be considered telecommunications carriers, with requirement to contribute to Universal Service. No conclusion was reached as to whether higher education should support this concept. (Subsequently the FCC’s April 10 report to Congress stated that the FCC does not plan to treat ISPs as telecommunications carriers, with the possible exception of providers of telephone-to-telephone Internet telephony.)

Other issues of FCC regulation that were discussed by the group included digital television and the financial impact of a requirement for Public Television stations to comply with the rules requiring transition to digital transmission. The group decided that higher education would not take a unified position on seeking a possible exemption for public television stations, due to a difference of interests among institutions.

ACUTA is committed to continuing its dialogue with other higher education associations on policy matters of interest to our members.

Achievement Award Nominations Are Due by June 1!

Achievement Awards provide an opportunity to reward creative or innovative thinking or a willingness to serve others in the higher education telecommunications profession. Has someone been especially helpful with a dilemma you faced? Do you know someone who found a unique solution to a perplexing situation?

Submit nominations via mail, fax, or e-mail by June 1 to:
Lisa Cheshire, ACUTA, 152 W. Zandale Dr., Ste. 200, Lexington, KY 40503 Fax 606/278-3268; e-mail: lcheshire@acuta.org.

From ACUTA Headquarters
Jeri A. Semet, CAE Executive Director
More Long Distance Competition

A new company recently announced plans to offer a flat-rate, Internet protocol-based (IP-based) long distance service for both business and residential customers in about ten major population areas beginning May 1. The offer includes 100 long distance calls of any duration for a flat rate of $19.95 per month. Calls made under the flat rate price plan will have to begin and end within the company’s service system. A call ending outside of the system will generate an additional charge of 6.9 cents per minute. Calls within the system in excess of 100 will be billed at 25 cents per call with no limit on the length of the call.

The areas planned for initial service are Akron, Baltimore, Chicago, Cleveland, Columbus, Detroit, New York City, St. Louis, and Washington but the company plans to expand service to about 35 larger cities by the end of the year. ACUTA members need to watch for the impact this new venture may have on long distance revenue. (Telecommunications Reports 4/20/98)

Ameritech To Cut 5,000 Jobs

This announcement recently in Chicago follows closely another announced cutback of 1,000 positions. But Ameritech is not the only LEC or IXC to announce major cuts in recent years: All the major players have been "reorganizing."

What do these cuts mean to those trying to manage telecommunications on the campus? It is often very hard to find the person that you need to talk to when you have a problem. A very good example of this problem came to light recently on ACUTA’s listserv. The person with whom you have worked and developed a trustworthy business relationship is no longer with the company or has been reassigned. No one called to tell you who replaced that person and who you should contact. In every case the customer turns out to be the loser. ACUTA member representatives must spend the extra time necessary to keep a current list of contacts at the LEC and the IXCs. The list should include several names and detailed contact information. Remind them that it’s good business to call you and introduce their replacement when they are moved or leave.

Supreme Court

"The Solicitor General, acting on behalf of the FCC and the Justice Department, and a coalition of new local market entrants led by AT&T Corp. have filed petitions urging the Supreme Court to review a federal appeals court decision that limited the FCC’s authority when evaluating Bell company applications to provide in-region interLATA (local access and transport area) Services." (TR 3/23) This relates to the action of the Eighth Circuit Courts when early this year the court ordered the FCC to refrain from applying its own local competition pricing standards when reviewing Bell applications to provide interLATA services pursuant to section 271 of the Telecommunications Act of 1996.

In April the Supreme Court refused to review a lower court’s decision that the FCC had the authority to preempt state regulation of local coin rates at pay phones. This action lets stand the U. S. Court of Appeals’ decision upholding the FCC’s order requiring states to stop setting rates on local coin calls. As a result of this action, many of the pay phone providers have raised the rates to 35 cents per call.

FCC Chairman Kennard said he was "pleased the Supreme Court has let stand the lower court’s decision affirming the commission’s action."

Book Your Room for San Diego NOW!

As the 27th Annual Conference in San Diego draws near (July 12-16), we encourage you to make your reservations at the San Diego Marriott Hotel and Marina right away.

Even though the hotel cut-off date is June 12, you should not assume that rooms will be available at the hotel up until that date. ACUTA has an agreement with the hotel for a certain number of rooms that ACUTA is obligated to fill. Once that block of rooms has been reserved, neither ACUTA nor the hotel can assure availability. Also, another large convention will be held in San Diego the week of our conference, so availability at the Marriott and other hotels will be further restricted and expensive.

To book a room at the special discounted rate of $135 city view, $155 bay view, please contact the hotel directly at 619/234-1500 or 800/228-9290. Ask for the ACUTA rate.

Spotlight

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

Cable Systems International (CSI) manufactures telecommunications cables which support broadband networks, customer premises and outside plant. CSI’s products include service and distribution wire, fiber/coax/copper composites, connectorized cables and cords, and high performance premises cables. Jill Lynch 602/233-9000

Cornerstone Communications Inc., is a full service telecommunications company providing quality new and refurbished AT&T/Lucent Technologies equipment. Our staff works with you to identify specific goals and requirements and our service continues long after the sale. Timothy DeWald 888/963-9884

GSMetals provides flexible systems and flexible solutions for your campus, including FLEXTRAY®, an innovative wire mesh cable management system providing total on-site flexibility. FLEXTRAY’s design enables faster installation with less labor and materials. Jay Gauer 618/357-5353
**Update**

**Positions Available**

Only school/company names, position titles, and contact information now appear in the newsletter. See complete details 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.

- **Director of Communications Services, Governors State University**
  Contact Professor Diane Dates Casey, Chairperson Search Committee for Director of Communications Services, Office of the President Governors State University, University Park, IL 60466 (708) 534-4117; d-casey@govst.edu. http://www.govst.edu/

- **Network Specialist I, University of Maine**
  Contact: Leslie Shaw, University of Maine, Instructional Technologies, Neville Hall, Orono, ME 04469-5752.

- **Staff Assoc., TV Producer, Office of Telecom, Bridgewater State College**
  Contact: Office of Human Resources, Boyden Hall, Bridgewater State College, Bridgewater, MA 02325.

- **Telecommunications Specialist, Austin Community College**
  Contact: ACC Human Resources, 5930 Middle Fiskville Rd, Austin, TX 78752.

**Welcome New Members**

**Corporate Affiliates**

- AllTech Data Systems, Bensenville, IL. Bill McFarland, 630/595-5055
- Bobit Publishing/Private Cable & Wireless Cable Magazine, Torrance, CA. Catharine Upton, 310/533-2400
- Cable Systems Int'l., Phoenix, AZ. Jill Lynch, 602/233-5613
- debis Information Technology Services, Rosemont, IL. Andy Barrie, 847/318-1060
- e-Net, Inc., Germantown, MD. Dick Richards, 301/476-9750
- Professional Computing Resources, Inc., Kentwood, MI. Dan Ross, 616/554-1015
- Proteon LAN Products, Woodstock, GA. Michael Salustri, 770/926-3302
- Telco Communications Group, Dallas, TX. Patrick Kernan, 214/863-8088

**Mark Your Calendar**

Here are some important ACUTA dates and deadlines for the coming weeks:

- May 10 .......... Hotel Deadline for Local Event in Ithaca, NY
- May 15 .......... Member Needs Assessment surveys due (voting members only)
- June 1 .......... Achievement Award nominations are due
- June 5 .......... Election ballots must be postmarked (voting members only)
- June 8-9 .......... Cornell hosts Local Event in New York
- June 12 .......... Annual Conference Early Registration Deadline: Save $50
- June 12 .......... Hotel cutoff for San Diego: Call 619/234-1500
- June 30 .......... ACUTA membership renewals due
- July 12-16 ...... 27th Annual Conference in San Diego
- October 11-14 .. Fall Seminars at LeMeridien in Dallas, TX. Topics: Enterprise Networks & Marketing Student Services/Campus Security