As I look back on my years with ACUTA, I feel that we can take satisfaction in our accomplishments, the many changes for our association and in our industry. As I look forward and we begin to plan for the year 2000, I see an association that continues to grow and become positioned to meet the many challenges that lie ahead. With the continued support of our members and associates, plus dedicated efforts of our ACUTA staff, board, and committees, continuous growth can be achieved.

This year, as I start my term as your president, I propose several goals to include an effort to:

- Continue support of the ACUTA Strategic Plan
- Encourage an active and responsive board and committees
- Respond to the changing needs of our industry and our members
- Help to ensure the continued growth of ACUTA as an organization.

Your Board of Directors must continue to think and react in a way that ensures a successful pathway of growth into the future. We must continue to deliver improved educational programming to the membership; explore new member services; encourage both old and new member involvement; and set new strategic moves forward.

Annual Conference Highlights

Presentations Available at Your Desktop

Want to share the annual conference with your staff? Soon you can view online the keynote address by James Canton and general session presentations by Jeff Linder, Carol Kinsey Goman, and John Powers. After a technology upgrade at the Lexington office, these presentations will be available in the early part of August. Check the ACUTA homepage for updates (www.acuta.org).

Bill D. Morris Award

Whitney Johnson, retired from Northern Michigan University, was honored as this year's recipient of the Bill D. Morris Award. Since his retirement, Whit has continued to be actively involved in ACUTA's Legislative and Regulatory Affairs Committee, contributed a monthly column to the newsletter, and participated on panels at ACUTA events as an emeritus member. Congratulations to Whit! (Photo on page 5)

Institutional Excellence Awards

Northwestern University and Baylor University were honored as recipients of this year's Institutional Excellence Awards. A certificate of honorable mention was also presented to the University of Cincinnati. For details about the projects for which these campuses were honored, watch for the Fall and Winter issues of The ACUTA Journal.

2nd Annual Senior Leadership Forum

For the second year, ACUTA offered a conference within the conference, in which 34 senior-level leaders from 32 campuses met to discuss "Navigating the Future: Supporting Emerging Technologies."

Student Paper Awards

Once again, three students were awarded cash prizes as well as all-expenses-paid trips to San Diego for the conference for their entries in the Student Paper Competition sponsored by Telesoft. Ravinder Narula (Univ. of Houston) and Petrina Er and Michael Anderson (both from Western Michigan Univ.) were this year's winners. The papers they submitted are available online at: www.acuta.org/html/spaper2.html.

Achievement Awards

In recognition of their outstanding contributions to ACUTA, higher education, and the telecommunications profession, six people received Achievement Awards this year: Jack Canavera, St. Louis Community College; James B. Dronsfield, Duke Univ.; Rich Lehn, Univ. of North Dakota; Mary Marta, AT&T; Anthony R. Tanzi, Brown Univ.; and Michael Tkacz, Curtis Univ. of Technology. Congratulations to all.

Continued on page 4
Q: My vendor tells me that the new TIA 568-B due out this year will have a new fiber optic connector (theirs) that will replace the SC connector in 568-A. I want to buy the right connector. What will it be?

A: The SC connector is still the right connector to be compliant with TIA 568. Since August 1997, the TIA TR41.8.1 working group that is responsible for TIA 568-B has been considering a new smaller fiber optic connector that is the same size as the RJ-45 jack for inclusion in 568-B for applications other than the workstation outlet. Five different connectors were considered and after extensive review, one connector was moved forward for further study. At the February session of TR41.8.1, after more discussion, the working group was polled and it was decided not to go forward with this initiative. This leaves the SC connector as the only fiber optic connector currently being considered for TIA 568-B.

For this answer, our thanks to: Bill Sewell, RCDD, Director, Sverdrupt Communication Solutions, Arlington, VA. Member of TR41.8.1. Reach Bill at sewellwg@sverdrupt.com

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**Board Report**

The Board held its monthly conference call on July 2nd. The Board approved Buck Bayliffe’s recommendation for the appointment of Bill Brichta, from Lehigh University, to the appointed Director-at-Large position for the 1998-1999 term.

Committee reports included:

- Marketing Committee - Dawn Lotz: Jan Weller, University of Kansas, will be chairing the committee after the annual conference in San Diego.

- Vendor Liaison - Marianne Landfair: Brochure originally designed to assist first timers in getting the most out of the exhibit hall time will be provided to all attendees based upon the valuable information contained in the brochure.

- Student Paper Competition - Buck Bayliffe: All student paper competition winners will be attending the annual conference.

- Legislative/Regulatory Affairs - Tony Mordosky: The committee has been discussing the possible need for ACUTA action concerning “cramming” and unauthorized charges.

Executive Director’s Report:

Jeri noted that since EDUCAUSE will move to a single conference beginning in October 1999, we will be facing a conflict between their conference and our fall seminar.

Jeri reported on her 1997-98 goals, furnishing a status report with the agenda. The Board noted that a significant number of these goals have been accomplished, with excellent progress toward those not yet fully achieved.

Marianne Landfair reported to the Board on discussion she had with Mary Powell at Nortel’s SL1 International User Group meeting. This discussion included the possibility of a joint activity with the ISLUA Education Special Interest Group that meets the Sunday before the ISLUA conference.

Respectfully Submitted:

Tony Mordosky
Bradley University
Secretary/Treasurer

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**Apology: My Mistake!**

Sincere editorial apologies to Marianne Landfair for incorrectly identifying her school on the front page of last month’s newsletter. Marianne is Manager of Regional Campus Technical Support at Indiana University at Bloomington.
In his keynote address, Dr. James Canton, Executive Director of the Institute for Global Futures, challenged his audience to expand their vision with a tour of key technologies that he feels will not only impact our careers but will also shape our world in the next century.

Approaching the challenges facing careers in telecom, Canton remarked that such jobs are changing in some fundamental ways. His answer to the question “Is my job going to shift and go away?” was “Probably.” But then he continued, “Just like most other careers and occupations in a complex, technologically-challenged world. What is going to replace where you are and who you’re going to be? A new kind of leader. I don’t think you’re in just a telecom gateway business for higher education technology. You’re in an evolving, more exciting, much more comprehensive new career that’s just emerging: Knowledge management.”

Canton advised that, “If your career is tied to concerns about revenue generation as a telecom gateway facilitator, that is no longer sustainable. Forget about that.... [A]t the end of the day, knowledge managers—which is what I think your career is evolving toward—are going to have to be the facilitators, the organizers, planners, designers of heterogeneous kinds of networks that are going to be different for different kinds of needs. Who’s going to make the choices for how to blend a robust videoconferencing environment with the Internet, with distance learning; who’s going to do that? You’re going to do that.”

Being a knowledge manager, said Canton, means that “you are concerned about a whole other level, not just the infrastructure. You’re interested in content, you’re interested in different kinds of network architecture. But you are the facilitator/planner/designer of how we interpret and explain how to use these new knowledge technologies. So maybe your job is getting bigger. And maybe your skill set needs to get bigger. And maybe stuff like distance learning and videoconferencing needs to show up in some kind of elegant, meaningful network that you get to drive.”

Rather than functioning in reaction mode to the tactical needs in our institution, Canton recommended that we be proactive about working with the strategic planning group on campus, the curriculum development group, and different department heads, and think with them about how to enable them to create more knowledge-management solutions to help grow the educational enterprise.

The competitive differentiator for that world, said Canton, “is how you manage information. It’s how you manage and determine what knowledge is in your organization. He identified several trends that would impact campus telecommunications: digital convergence, mass customization, data-mining, and electronic collaboration: We are already seeing more of the mobile, office-less society, the virtual organization. What kind of electronic collaboration technology will our organization need? Are you driving changes related to this? If you’re not part of that conversation, you may be out the door,” advised Canton. “You provide the communication gateway for effective learning.”

Ultimately knowledge-value management, the connection of customers, suppliers, partners, the networking and real-time agility that you provide, that you plan for, that you manage will redefine your job.

Coming: Intelligent chips; interactively, multimediately networked, intuitive computers that know you and know what you want and are voice activated, always on. Distributed smart systems and invisible computer systems will follow us and interact with us wherever we go.

Ethical questions will challenge the gatekeepers. Privacy and security represent the dark side of this technology. Canton advises that we be innovative—ask questions, raise issues.

Other developments he identified that will impact not just telecommunications but every aspect of our environment include embedded knowledge, advanced telehealth networks, security, digital interactive TV, the death of money, intelligent agents, and artificial intelligence.

In his closing comments, Canton advised listeners to “redefine yourself as a leader and expand the paradigm beyond just being the telecom gateway manager,” warning that “redefining yourself may be critical to your career and also critical to the stability of your organization. I would maintain that you are knowledge value managers.... [Y]ou should be in the conversations regarding strategic planning, content development, course development, all new technologies; you should be in those conversations asking critical questions about how you can make a difference and thinking this through. If you don’t do it, somebody else will.”

View the entire presentation by Dr. Canton online at www.acuta.org.
directions to ensure member satisfaction and continued growth. None of these goals are overly ambitious or new, but we must never lose sight of past results and future industry challenges that affect the satisfactory results that you the member have come to expect.

For you as a member and stakeholder in ACUTA, I urge you to step to the line and volunteer to participate in the many opportunities of the association, challenge your board and committees to deliver programs and educational opportunities that will improve you and your business, and help to support ACUTA through your business alliances and partnerships.

To the boards, committees, and volunteers from the past, I thank you for the journey you have provided to ACUTA. I now ask those groups, old and new, to rise to the challenge of providing the support and effort to drive ACUTA forward into a successful future.

We have just returned from the 27th Annual ACUTA Conference in beautiful San Diego. This was the highest attended annual conference in the recorded history of ACUTA, and evaluations are indicating that members found it educationally valuable and they also enjoyed the outstanding location.

In case you weren’t able to be there, I’ll share just a few highlights. From noted technology futurist James Canton, we learned about some of the technologies that are likely to affect our home and work lives in the future. Think mobility—smart cars and wearable chips—and widespread use of intelligent agents for business and personal tasks.

From Jeff Linder we learned of pending legislative and regulatory issues before the FCC and Congress, and how to interpret past actions. Look for Congressional action to change the way that the FCC is administering the e-rate program, and beware of charges that will soon appear on your phone bills to support Local Number Portability.

From psychologist and corporate change specialist Carol Kinsey Goman, we learned ways to cope with the inevitable change in our lives. We were urged not to neglect family and social relationships that are a vital part of leading a balanced life.

And from humorist John Powers, we shared many laughs along with his thought-provoking insights into our interactions with people at work, at home, and throughout society.

Watch for availability of video of these general sessions via the ACUTA Web site in early August. You will be able to share these excellent presentations with staff who couldn’t be present in San Diego, or just enjoy them again yourself.

Once again, ACUTA sponsored the Senior Leadership Forum, for senior university administrators who are grappling with strategic issues of technology planning and implementation. The discussion was lead by Michael Zastrocky, Research Director, Academic Strategies for the Gartner Group. The agenda focused on financing, human resources, and emerging technologies. Several senior administrators and ACUTA members also presented portions of the program. A White Paper based on the two-day Forum will be available later this year. The attendance of 35 senior leaders was nearly double the first year, and they have encouraged ACUTA to continue this valuable program.

In addition, over 50 ACUTA members and industry experts presented breakout sessions on a wide variety of topics, and ten user groups met to discuss issues of common interest to users of particular products and services.

All in all, it was a great effort that could not have taken place without the untiring efforts of the Program/Education Committee under the very capable and dynamic leadership of Jeanne Jansenius, Program Chair, from University of the South. Other groups that contributed substantially were the Legislative/Regulatory Affairs Committee, Senior Leadership Forum Advisory Committee, Vendor Liaison Committee, Membership Committee, and of course the ACUTA Board of Directors.

Of course, I cannot forget to mention the ACUTA professional staff, all of whom made an outstanding effort to produce a well-run, successful event. The entire staff team is to be congratulated for their dedication and countless hours of effort that produced outstanding results.
Universal Services/E-rate

On July 23 legislation was introduced in Congress that will, if passed and signed into law, completely redo Universal Services funding as it relates to the schools and libraries section. Senator Burns (R-MT) and Representative Tauzin (R-LA) proposed the “Schools and Libraries Internet Access Act” which would be funded out of the current three percent telephone excise tax. One percent would be used to support Internet connection discounts for the schools and libraries. The other two percent would be eliminated.

The bill would create a “Telecommunications Technology Trust Fund” that would be administered under the direction of the Commerce Department’s National Telecommunications and Information Administration (NTIA). Block grants would be made to states after a review of the state’s technology plans and on the basis of need. This seems to be a five-year grant program; however, it authorizes only $1.7 billion for fiscal year 1999 with no explicit funding set aside for the remaining four years. Equipment and services that would be eligible for funding would be under the authority of the Department of Commerce. It is not clear what will happen to the 30,000 or more schools and libraries that have already made application for funds for the first year of the FCC-ordered program. Education-related groups have expressed concern over the proposed legislation due to lack of clarity regarding subsequent funding sources for the future. (Garret Semn, The Washington Update 7/24/98)

Qwest - Ameritech

Update: You may recall that a judge in Seattle had ordered US West to stop selling long-distance services for Qwest until the FCC has reviewed and acted on the joint venture idea. The judge in the Chicago court took a different approach. She rejected efforts to stop the “teaming agreement” between Qwest and Ameritech and referred questions regarding the “propriety” of the agreement to the FCC. Based on this judge’s ruling, Ameritech could continue to market Qwest’s services. (Telecommunications Reports 6/15)

After considerable activity back and forth among the FCC, AT&T, MCI, Qwest, US West, Ameritech, and others, the FCC had placed a 90-day halt to the Ameritech-Qwest marketing agreement and even hinted that the FCC may need more time for a final action on this matter. (TR 7/6)

Power of the Press

An interesting note in the June 22 issue of the 411 Newsletter: An insurance company located in mid-America moved one of its central offices to a new location in one of the southwestern states, and they had phone problems. They had five lines coming into the office and wanted to set up a “hunt group” on these lines. The local exchange carrier could not make it work and blamed the company’s switch, but the company did not agree since they could use the lines to call out with no problem. After almost three weeks of finger-pointing and no solution, the person in charge of the company’s telecom services, in total frustration, called the 411 Newsletter and the person at 411 called the LEC. Within 10 minutes after making the call to 411, the company telecom person received a call from a manager at the LEC. Within a few hours the problem was solved. The “power of the press” put the wheels in motion to solve the problem.

Mergers

- A Senator plans to introduce a bill that would “curb mergers among the Bell regional holding companies.” This Senator is reportedly rounding up co-sponsors in preparation for filing the bill. (TR 6/22)
- Teleglobe of Montreal and Excel of Dallas have signed a $3.5 billion merger pact. (TR 6/22)
- The SBC merger with Ameritech is under consideration by the Justice Department. A lawyer thinks the “potential competition doctrine” will be a major consideration. (TR 6/22)
- A Senate Judiciary panel called a hearing at which the blockbuster $48 billion merger agreement between AT&T and TCI was to be the primary focus. (TR 6/29)
- The WorldCom-MCI deal now has Justice Department approval and is in the hands of the FCC. (TR 7/20)
- The Bell Atlantic and GTE merger was a news item on National Public Radio on July 28.

A Note of Thanks!

I was very surprised and overwhelmed at the ACUTA banquet in San Diego when Margie Milone started to describe the person to receive the very prestigious BILL D. MORRIS AWARD. She did not get very far in her description before I had tears in my eyes. Thanks to ACUTA, and that includes all of you.

Whitney L. Johnson
Positions Available
For complete details of positions available, access 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 is filled.

- Telecom Analyst, Computer & Network Services, Rhode Island School of Design, Providence, RI. Contact: Steven Boudreau - sboudreau@risd.edu
- Telecom Analyst II, Facilities Mgmt., Univ. of North Carolina, Charlotte. Contact: Submit completed NC state application form for position #13129 by Aug. 14 to: Human Resources, UNC Charlotte, 9201 University City Blvd., Charlotte, NC 28223. For application call (704)547-2276 or access http://www.osp.state.nc.us/OSP/applctn.htm. AA/EOE
- Telecom Coordinator, Florida State Univ., Tallahassee. Contact: ethursto@admin.fsu.edu or URL: http://www.aus.fsu.edu/personnel/empsrv/vacancy.htm
- Mgr., Switching & Network Operations Center, Northwestern Univ., Evanston, IL. Send letter of interest, resume & names/phone numbers of 3 prof. refs to: Gary Corbett, Northwestern Univ., Leverone Hall G-168, 2001 Sheridan Road, Evanston, IL, 60208-2030, or e-mail g-corbett@nwu.edu.
- Dir. of Network Communications, Seattle Univ., Seattle, WA. Send cover letter, resume, salary history & list of 3 refs to: Seattle University, office of Human Resources, Position # 98060-R, 900 Broadway, Seattle, WA 98122. Apply ASAP. http://www.seattleu.edu/services/hr/AA/EOE
- Dir., Instructional Technology, Stephen F. Austin State Univ. Submit letter, resume, 3 refs to: Cindy Coats, Vice Chair, OIT Search Committee, Stephen F. Austin State Univ., P.O. Box 13038, SFA Station, Nacogdoches, TX 75962. Ph. (409) 468-1818, fax (409) 468-1308 ccoats@sfasu.edu Job description: http://www.oit.sfasu.edu
- Outside Plant Network Engineer, Univ. of Utah, Salt Lake City, UT. Submit Univ. of Utah application for employment form (available at http://www.personnel.utah.edu). Grade: 95E (Computer Professional).

SCUP & PBS Telecast
The Society for College and University Planning is collaborating with PBS to present a telecast, "Building Tomorrow’s Learner-Centered Environments Today," October 22, to be moderated by Donald M. Norris.

Welcome New Members
Institutional Members
- Golden Gate Univ., San Francisco, CA. Kathleen Peixoto, 415/442-7024, T3
- Wheaton College, Wheaton, IL. Anthony Dawson, 630/752-5019, T2

Corporate Affiliates
- Epic USA, LLC, Minneapolis, MN. Shelley Grace, 612/397-3142
- GTE Network Services, Moscow, ID. Rick Gerrard, 208/883-2505
- Intellicall Inc., Carrollton, TX. Paul Daigle, 972/416-0022
- Mega Hertz Sales Co., Englewood, CO. Steven Grossman, 303/779-1717
Let Me Tell You About San Diego!

The weather was so nice we ate several meals outside.

After his informative presentation, attorney Jeff Linder spoke with Janice Hanley from Ameritech.

Michael Katz from Telesoft joined Margie Milone and Buck Bayliss in welcoming Student Paper winners Ravinder Narula, Michael Anderson, and Petrina Er.

We were never too far from home via Internet access.

San Diego State University was a genial host.

The Marriott and the marina were gorgeous!
ACUTA is pleased to recognize excellence.

Institutional Excellence Awards were presented to Pat Tokes on behalf of Northwestern University (photo far left) and Tim Logan for Baylor University (center photo). Honorable Mention went to the University of Cincinnati, accepted by Joe Landwehr and Mark Funkner (photo far right).

Outgoing president Margie Milone presented the Bill D. Morris Award to Whitney Johnson, emeritus member, retired from Northern Michigan University.

Those receiving 5-year pins at the conference included (left to right): Kay Reeves, Wili Magnusson, Frank Conforti, Peggy Page, Jim Pampinella, Gary Leif, and Joel Huff.

Receiving 10-year pins were (left to right): Tim Casey, Whitney Johnson, Carol Lehman, Leif Aagaard, Margie Milone, Jim Cross, Jo Ann Light, Dave O'Neill, Ron Pointer, Bill Blomgren, Vicky Doerr, Larry Davis, and Bill Brighta.

Those receiving 15-year pins at the conference included (left to right): Roy Rihansrud, Ken Soper, Maureen Trimm, Pat Sears, Joe Brown, and Paul Ryan.
Attendees saw the latest products, met new people, and won prizes in the exhibit hall!
Social events offer opportunities for informal networking.

Monday night we had dinner at the zoo and enjoyed a presentation by Joan Embery courtesy of AT&T.

The annual banquet is always a festive occasion.

Incoming President Buck Bayliff presented training wheels to outgoing President (and ex-motorcyclist) Margie Milone.

Good friends—like Kim Klawitter, Amy Moore, and Nancy Le shine (above) and Paula Leondorf and Linda Bogdon-Stubbs (at right)—get together at ACUTA events.