ACUTA eNews August 1997, Vol. 26, No. 8
26th Annual Conference: Highlights from Atlanta

Keynote Webcast
Taking advantage of new technology, the opening remarks and keynote address by Dr. Wayne Clough were broadcast via the Web for the first time from Atlanta. This Webcast will be accessible from the ACUTA homepage at www.acuta.org until July, 1998. If you missed this year's conference, you won't want to miss the Webcast!

Senior Leadership Forum
A new feature added to this year's activities, the Senior Leadership Forum attracted 24 leaders from 20 campuses for a series of thought-provoking presentations and opportunities to reflect on critical issues campuses are facing: The marketplace for higher education in the 21st century; Internet 2; reshaping faculty productivity; accommodating new technologies, and more.

Student Paper Awards
This spring, ACUTA invited telecommunications students to submit papers in a competition sponsored by Telesoft. Our three winners—Bill Yurcik, Univ. of Pittsburgh; Jim Hutchins, Western Michigan Univ.; and Arlene Eisenman-Palka, Kent State University—received a warm welcome by veteran ACUTA members. All three students agreed it was one of the most valuable experiences ever. Their papers are included in the handout materials (print and CD versions) and are available on ACUTA's homepage.

Bill D. Morris Award
Every year, the President honors one person with ACUTA's most prestigious individual award, the Bill D. Morris Award. The individual selected exemplifies the qualities respected in the late Bill D. Morris: dedication, vision, professionalism, and leadership. This year, the winner was former President Pat Searles of Cornell University who continues to be an important part of ACUTA's leadership.

Institutional Excellence Awards
The Institutional Excellence Award recognizes a school for telecommunications excellence and professionalism on the basis of a project or endeavor that contributes significantly to the mission of the institution. This year, the University of Kentucky was selected in the large school category. In the medium school category, Hartwick College was recognized. An exquisite crystal showpiece was presented to each school at a special luncheon in their honor.

Achievement Awards
Ten individuals were honored for their contributions to ACUTA, higher education, and the telecom profession: Dave Barta, Univ. of Oregon; Jim Cross, Michigan Tech; Judy Halterman, Sprint; Corinne Hoch, Columbia Univ.; Ferrell Mallory, BYU; Mark Kuchefski, Indiana Univ.; Bob Hopper, Purdue Univ., Calumet; Terry Robb, Univ. of Missouri, Columbia; Randy Sailer, Univ. of Mass.; Dave O'Neil, Eastern Washington Univ.

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Board Report
July, 1997

The Board met in Atlanta prior to the Annual Conference. Discussion included:

- Review of the mission, goals, and objectives in the Draft Strategic Plan, which was then presented to the membership in a general session July 17 and remains on the Web for comment.
- Acceptance of the annual audit report by the association’s outside auditors.
- Received year-end reports from Chairs of the six standing committees and the Student Papers Task Force, and thanked committee chairs for their service.
- Changed the term of the Program Committee Chair to 3 years, and amended the composition of the Vendor Liaison Comm. to include broader, more representative vendor membership.
- Received a demonstration of new services available via the ACUTA Web site.
- Received final report on completion of Executive Director’s goals for the year.

This was the final meeting of the 1996-97 Board of Directors, and Immediate Past President David O’Neill of Eastern Washington University was thanked for his many contributions to the association as he completed his Board service.

Respectfully submitted,
Buck Bayliff
Secretary/Treasurer

President's Message
Continued from page 1

we laugh with some special clips of notable bloopers.

Closing the conference, Nick at Night’s Dr. Will Miller—theologian, psychologist, and a cracker jack comedian, told us how to “Live Long and Prosper,” advising us to be more open and honest, and to allow more people “refrigerator rights” in our life.

Connecting Education to the Future included yet another first for ACUTA with two days of special programs for the Senior Leadership Forum, attended by twenty-four high level administrators from twenty colleges and universities. Some 500 attendees (and 500+ vendors and guests) registered for more than 40 breakout sessions and panel presentations, ten user group meetings, and viewing of 85 fantastically creative exhibits. We also enjoyed dinner at the Depot hosted by Scarlet and Rhett with Southern Gospel (Amen!) Singers, as well as the best Banjo-pickin’ quartet ever, and we were so completely entertained at the Bell-Bottom Bash Banquet featuring the Pink Flamingos that members and guests practically demanded a return performance in the near future!

This year’s conference was awesome! Sincere thanks to everyone for our 26th successful annual conference in a row!

I would especially like to thank Dr. James S. Cross for his visionary leadership this past year, the board members for their dedication and team work, and all the committees for great ideas and a lot of hard work. Certainly, many successes are directly attributable to our highly professional staff in Lexington. Additionally, I commend each member of ACUTA’s Strategic Planning Team, including our consultant Don Norris, Strategic Initiatives Inc., for clearly marking a strategically powerful, innovative, and creative path into the next century. What a privilege and an opportunity for me to serve in our association while experiencing such explosive technological and intellectual advances in our industry and in the higher education environment!

Among the objectives from the current Strategic Plan is a mandate to increase electronic access to information and increase member input and communication. Accomplishing this objective, the background information and the draft strategic plan have been posted on our Website since the first meeting last March. You may review and comment on this material from the ACUTA homepage at www.acuta.org, or request a copy from the ACUTA office.

ACUTA is a volunteer organization and I welcome each member of the new board and each new committee chair. There are several vacancies on various committees still. An exigency for volunteers for ACUTA exists—volunteer today! And in support of our draft mission statement priority for community public service, specifically in support of the Presidents’ Summit 2 Million by year 2000, I am soliciting member participation. There will be more information in the next newsletter and in the Fall Journal.

Again, thank you for this privilege to serve and to contribute to our association and our members in mere token repayment for the knowledge, experience, and great satisfaction I have gained both professionally and personally through my own volunteer participation over the past five years. I will continue to work with enthusiasm, energy, and integrity.

Visit our homepage: http://www.acuta.org
Rains Came Down, Floods Came Up

Jim Hebbeln
Colorado State University

On Thursday, July 24, we successfully cut over to RISC (Reduced Instruction Set Computing) technology in our SL-100 PBX. We didn’t know our trial by fire—or rather water—was only three days away.

On Monday, July 28, beginning at about 7:00 p.m., very heavy rains began to fall. In the next four hours, Fort Collins, Colorado, normally arid by comparison to the rest of the country, received as much as 14 inches of rain. Our flat campus with its sandy soil was flooded, inundating our new library addition, student center, book store, and classroom buildings’ basements and first floors. It was the kind of flood that happens, they say, about once every 500 years.

I was back on campus that night, wading through chest-high water to get to the switchroom building. Fortunately, our building is about three feet higher than the crest of the flood waters, so we stayed bone dry. Our backup generator ran fine and the SL-100 kept running as if nothing were wrong, despite handling over 12,000/calls per hour. (We have 10,000 working lines normally.)

CSU Telecom was a wonderful sight to see with our office’s lights ablaze on the darkened campus and dial tone working on 90% of our campus phones. This is why we bought a Central Office for a PBX. COs have a lot more redundancy and, of course, are more expensive; but everything is backed up. If disaster strikes and something goes wrong with one, it automatically backs up with the other. That gives you redundancy for keeping a live switch that can handle the incredible load.

The police department was delighted with the Preset Conference capability that allowed them to conference call 49 other phones in buildings all over campus by dialing one number.

Perhaps the most amazing thing is how materials and labor have converged without request from people all over. Thank you, everyone.

Early the next morning, Tom Ballis, NORTEL Marketing, and Linda McKelvery, US West, both called and offered any switch restoration services that we might need. I was delighted I could say “Thanks for calling, but (in the switchroom) we’re doing just fine.”

NORTEL users: You’ll be happy to know our systems held up very well throughout the wet-line problems. Our 10,000-line NORTEL MSL-100 switch is still doing fine. We are “piecing out” and resplicing a flooded 2100-pair cable splice that has been our outside plant’s largest failure—other than the inside terminals in the basements of several flooded buildings. Replacing thousands of individual CAT3 and CAT5 inside wires will take months or years.

Of course, CSU’s largest loss was our new library addition with about 500,000 volumes underwater. The “freeze dry” trucks arrived within a day and the reclamations process has begun.

Not to diminish our losses (early estimates said $40M at CSU) plus the loss of five lives in a trailer court one-half mile south, but, despite the reports of some of the media, Fort Collins was not washed away. Today, on the surface, it’s difficult to see anything wrong except for piles of expensive junk—PCs, books, and printers—heaped outside buildings and classrooms. We will begin classes as scheduled on August 25; we are definitely in business. Fort Collins generally appears normal. From a distance even the library looks fine.

Faster Internet Access Over Existing Wiring

A new high-speed Internet technology called OverVoice (from CAIS Internet) claims to use existing telephone wiring to provide simultaneous voice service with split-second, around-the-clock access to the Internet at speeds up to 300 times faster than typical dial-up service.

According to inventor David Goodman, the technology is superior to ADSL, ISDN, and cable modems because it is significantly cheaper to deploy, as fast or faster, and doesn’t require your cable or local telephone company. All consumers need in order to receive the service is a standard Ethernet card for their computer.

The new technology is the first to adapt the Ethernet standard used for PC LANs in a way that permits existing telephone wiring to carry both voice for telephone service and high-speed data for Internet access. According to Goodman, the technology will soon be able to accommodate video of laser-disc quality, and data at even higher speeds.

CAIS Internet is a division of CGX Communications based in Washington, D.C. For more information, see www.caism.net/ cais/press/overvoice.htm.

Directory Update

Work will soon begin on the 1997-98 Membership Directory. Do we have current information for your school? The directory is compiled from the information that appeared on your dues invoice. If you did not revise the name(s) listed on your invoice, please check your listing in last year’s directory and let us know if there are any changes in personnel, job titles, or contact information. A special page is included at the back of the directory which you may complete and fax to Kellie Bowman at 606/278-3268. Or you may e-mail any changes to kbowman@acuta.org. We are especially interested in receiving current e-mail addresses for everyone.

It is important to note, also, that nonpayment of dues will result not only in your school being omitted from the directory, but anyone subscribed to ACUTA’s list-serve will be unsubscribed.

Spotlight

Welcome to one of ACUTA’s most recent Corporate Affiliate members:
BTI's Academic Edge program provides state-of-the-art solutions that are economical and generate revenues for colleges and universities. We offer 1+ long distance, prepaid and travel cards, international calling, Internet service, customized billing, alumni marketing, operator services and 24-hour customer support. John Draz, 800/849-9100 x7262

Attention New Corporate Affiliates: This space is available for your company introduction. Contact Pat Scott for more information: 606/278-3338 or pscott@acuta.org.
Welcome New Members

July, 1997
(Only primary representatives are listed here)

Institutional Member
- Slippery Rock Univ., Slippery Rock, PA. Linda Passauer, 412/738-2549. Tier 3
- Stetson Univ., Deland, FL. Shahram Amir, 904/822-7045. Tier 2
- Univ. of So. Carolina, Columbia, SC. Gerald Stover, 803/777-1400. Tier 4

Associate Member

Corporate Affiliates

Corporate Level
- BellSouth Business Systems, Jackson-ville, FL. Eileen Hallums, 904/359-7248
- Neris Telecommunications Group, San Diego, CA. Alex Neris, 619/792-7805
- Paradyne Corp., Largo, FL. Kurt Krueger, 813/530-2291
- Perimeter Technology, Manchester, NH. Hillary Sprey, 603/645-1616
- Remee Products Corp., Florida, NY. Kenneth Pimental, 914/651-4431
- Sverdrup Facilities, Inc., Arlington, VA. Bill Sewell, 703/351-4318

This issue of the ACUTA News contains a pictorial wrap-up of the 26th Annual Conference in Atlanta. However, the brief captions and photographs cannot capture the full essence of a successful conference—the greetings of old and new friends, the intense “hallway” discussions of professional and technical issues, the tremendous amounts of information and wisdom being shared by member-presenters and professional educators, and the brisk flow of information and ideas among vendors and members in the exhibit hall.

It is becoming clear that successful associations of today and tomorrow offer far more than information to their members. We know that you have many sources of information, but what is unique about ACUTA is the collective knowledge and experience of our many members, and their willingness to share it.

One of the most unique things in Atlanta was the inclusion of the three winners in our first Student Papers Competition. These very professional and enthusiastic individuals spent the entire five days interacting with ACUTA members. What a great opportunity for them to “preview” their future profession, and what a rewarding experience for ACUTA members who had contact with them and helped with the mentoring process. We look forward to continuing this successful program next year.

The Program Committee and staff are already at work on future educational events. Some of the highlights will be:

- Fall, 1997 Seminar, October 19-22, Albuquerque, NM: Two tracks will cover the important areas of Strategic Planning and Team Management, and Campus Card Applications. Highlights will include highly interactive sessions on planning and team management led by nationally known consultants in these areas, and an in-depth look at the management, technology, and applications of campus cards.
- Winter, 1998 Seminar, January 11-14, Tempe, AZ: Track One will cover the latest legislative and regulatory issues affecting college and university telecommunications, focusing on issues of immediate concern to your campus. Track Two will address the cutting-edge areas of “Enterprise Accounting and Integrated Management Information Systems,” examining the expanding need for robust network accounting and other software packages for facilities management, system management and monitoring, and network management.
- Spring, 1998 Seminar, April 26-29, Cincinnati, OH: Track One will address Technology Management Issues, covering the diverse, ever-changing demands of technology and customers. Track Two will cover the essential areas of Disaster Preparedness and Facility Security. Recent floods and other natural disasters in several parts of the U.S. and Canada make this track particularly relevant.
- 1998 Annual Conference, July 12-16, San Diego, CA: The usual potpourri of outstanding general sessions and breakout sessions, user groups, and the only exhibition targeted specifically to higher education telecom products and services.
- Fall, 1998 Seminar, Mid-October, Date and Location to be announced soon: Track One will cover Monitoring and Managing Enterprise Networks, meaning networks that encompass the entire institution. This track will help ACUTA members engineer their networks not only for today, but for the future. Track Two will cover the ever-popular area of student services, focusing on Marketing Services and Security to Students.

Watch your mail in September for the Conference and Seminar Planning Guide, which will contain more detailed information about each of these events.

In addition to our major Seminars, we will be continuing the very successful Audio Conference series that kicked off in June with the Universal Service/Access Charge Reform seminar. We plan to offer these telephone seminars periodically on “hot issues,” primarily on regulatory topics.

As you can see, it will be a busy educational year for ACUTA. Plan now to participate in these upcoming events, to stay on top of the ever-changing world of campus telecommunications.
Competition

Some local exchange carriers (LECs) have requested permission from the FCC to provide interLATA service in their region. The Communications Act provides at least two tracks that they can choose to follow in the application process. Track A outlines the requirements that the LEC must meet before being allowed to offer in-region interLATA service, including a 14-point checklist. Track B allows LECs who haven't received a qualifying request for interconnection to file a statement covering their available terms for interconnection that comply with the checklist requirements.

Telecommunications Reports (TR 6/30/97) notes activity on two requests. The FCC rejected Southwestern Bell's interLATA bid in Oklahoma. SW Bell was using the track B approach and the FCC took a narrow view of the applicability of the Act's track B process. The FCC notes that the LEC had not met the requirements of the Act for local competition in both business and residential markets.

In another case the Department of Justice (DoJ) recommended that the FCC reject Ameritech's application to provide interLATA service in Michigan. The DoJ indicated that there is "not yet enough local competition in Michigan to warrant a general presumption of openness. Rather, it is necessary to investigate carefully whether any competition barriers would impede the growth of local competition in Michigan." Ameritech followed the track A process but the DoJ indicated that the LEC isn't meeting the checklist standard for unbundled local switching.

It is likely that more LEC requests to provide interLATA service will be turned down before all parties in the process agree on an acceptable set of rules and requirements to follow.

Court Involvement

In June the Eighth Circuit Court of Appeals in St. Louis upheld parts of the FCC's Common Carrier docket 96-98 carrier interconnection order that requires LECs to offer interconnection for the purposes of providing local exchange service—but not exchange access services—at cost-based rates. The court, however, has not yet ruled on the set of petitions challenging the order's pricing provisions. The court also upheld the FCC's decision regarding some of the cost recovery issues between the incumbent LECs and the IXCs.

According to TR (7/7/97), several organizations have entered petitions for review of the FCC's Common Carrier docket 96-45 concerning universal services and these have been consolidated by lottery in the Fifth Circuit Court of Appeals. It was also noted in TR (7/7) that SBC Communications Inc. filed a complaint on July 2nd in the U. S. District Court for the Northern District of Texas, SBC is challenging parts of the Communications Act of 1996 as a result of being rejected by the FCC on their interLATA bid. SBC's basic position is that sections 271 - 275, titled "special provisions concerning Bell operating companies," are punitive because they single out the Bells for special treatment. SBC says in its complaint for declaratory judgment and injunctive relief. Other local exchange carriers, including GTE Corp., are free to enter any markets.

The year 2000 or maybe 2001

Most PBX manufacturers are ready for the millennium change for all relatively new equipment. Some pre-1980 systems may never be able to cut the mustard. 411 Newsletter (6/23/97) points out that the problems are much worse for organizations, like universities, that do call accounting, voice mail, and auto administration. For those who just provide dial tone, there should be no problem.

Instant Info

Commercial Internet content providers tout "push technology" as a new way to direct information to users, rather than waiting for users to find their information using search engines.

PointCast, one of the pioneers of push technology, has created the PointCast College Network which will allow administrators to feed announcements and other information directly to computers campuswide. Special software—provided free to colleges—sends information in a constant stream across the user's screen. In addition to a set of nationwide channels that present news and entertainment, an on-campus, ad-free channel will feed campus news, sports scores, and other information instantly to computers in labs, offices, and dorm rooms. For more information, access their homepage at www.pointcast.com/viewpoints/news/college.html.

For more information about push technology, check out this online reference: www.feedmag.com/97.02johnson/97.02johnson.html
Responsibilities: Daily operation of campus tech. services incl. managing central computers & shared systems/servers, campus LANs. 5+ yrs. exp. supporting/managing large computing environments; 5+ yrs progressive mgmt. exp., prefer univ. environment. Qualifications: BA/BS, pref. Comp. Sci./related. A 1 FTE Fixed Term 12-Month appointment. Salary: $60,000-$65,000. Review process began 8/1/97, continues until filled. To apply: cover letter, resume, addresses & phone numbers of 3 refs to: Technical Svcs. Mgr., Portland State Univ., PO Box 751, M/S OIT-DO, Portland, OR 97207; TSSEARCH@irn.pdx.edu. EOE

Position Available: Telecommunications Network Engineer, Univ. of Missouri, Kansas City
Responsibilities: Plan, design, and implement telecommunications systems, upgrades, network expansions, & integration of new technology, as well as to administer & maintain telecommunications network facilities. Requires B.S. in telecom, computer science, electrical engineering, or related area. Experience in systems engineering & project mgmt. Qualifications: Minimum RCDD; prefer LAN specialist. To apply: Cover letter & resume to: Sheila Miller, UMKC, Human Resources, 5115 Oak, Rm. 226, Kansas City, MO. 64110. EOI.

Position Available: Manager, Telecom Resources, Teachers College, Columbia Univ.
Responsibilities: Manage all aspects of the University's voice services. Provide mgmt. reports, forecasts and budget analyses of the phone services contracted with each vendor. Report to University administration of FCC regulations and changes and how they impact B.C. Maintain ID files, review our corporate accounts and incoming commissions and maintain a relationship with national and local telecommunications groups. Provide information and control to the university access to cell phones, credit cards and new programs in the marketplace. To apply: Send resume to Boston College, 140 Commonwealth Ave., Chestnut Hill, MA 02167

Position Available: Business Manager, Voice Services, Boston College

Position Available: Director, Telecommuting Center, Hartwick College
Responsibilities: New Telecommunications Center provides facilities & programs necessary to develop electronic commerce in region. Director responsible for final development, implementation, direction of business development. Qualifications: Exp. in business development, high tech environment, marketing, office mgmt. Entrepreneurial spirit, goal oriented, “take charge” ability, competence in use of computers. To apply: Resume, refs, salary expectations, cover letter to Dir. of Human Resources, Hartwick College, Oneonta, NY 13820; e-mail Ellen Falduto, Chief Info & Planning Officer, faldutoe@hartwick.edu. EOE/EOI

Position Available: Senior Telecommunications Specialist, Univ. of Pennsylvania
Responsibilities: Technical consulting, planning & implementation of telecom networks, services & eqpt for univ. community; investigate, implement & oversee voice communications & networks. Qualifications: 2+ yrs exp. in telecom with knowledge of voice network management, Centrex & PBX systems, telecom mgmt & chargeback systems; BA/BS in business or telecom or equiv. exp.; computing exp. in financial, database & word processing. Salary: $26,986-$43,260. To apply: Send resume to Ray Becker, Dir. of Telecom, rbecker@pobox.upenn.edu or mail to: Telecom, Univ. of PA, Ste. 449A, 3401 Walnut St., Philadelphia, PA 19104-6228
After delivering the Keynote Address, Dr. Wayne Clough, President of Georgia Institute of Technology (right) spoke with those attending the Senior Leadership Forum.

Dr. Will Miller entertained and enlightened us with his discussion of how to Live Long and Prosper.

CNN Anchor Natalie Allen, pictured here with Jan Weller (left) and Jeri Semer (right), delivered a behind-the-scenes look at CNN.

Student paper winners were recognized at the opening session: (left to right) Jim Cross, ACUTA President; Jim Hutchins, Western Michigan Univ., 2nd place winner; Bill Yurcik, Univ. of Pittsburgh, 1st place winner; Margie Milone, ACUTA President-Elect; Arlene Palka, Kent State Univ., 3rd place winner; and Mike Katz, Telesoft, sponsor.

First Timers learn the ropes at a special reception Sunday evening.
As Chair of the Awards Committee, Dave O'Neil, Eastern Washington Univ. (far right), presented Achievement Awards to (left to right): Terry Robb, Univ. of Missouri, Columbia; Mark Kuchefski, Indiana Univ.; Jim Cross, Michigan Tech; Corinne Hoch, Columbia; and Ferrell Mallory, Brigham Young Univ.; Bob Hopper, Purdue University, Calumet; Randy Sailer, Univ. of Massachusetts, Amherst; and Judy Halterman, Sprint, also received awards.

President Jim Cross, Michigan Tech, and Publications Committee Chair Mark Kuchefski, Indiana University, received special recognition for their leadership which led to the launch of The ACUTA Journal this spring.

Pat Searles, a former ACUTA President from Cornell who is presently serving as Chair of the Vendor Liaison Committee, was the recipient of this year's Bill D. Morris Award.

Accepting the Institutional Excellence Award for the University of Kentucky are Doyle Friskney, Gene Williams, and Rick Willmott.

Accepting the Institutional Excellence Award for Hartwick College are (left to right) Tim Catella, Ellen Falduto, Doug Carroll, Richard Detweiler, and Davis Conley.

Among those receiving pins for five years of continuous membership are (left to right): Gerry McCallum, Seattle Univ.; Humberto Speziani and Diane Della-Pietra, Univ. of Miami; Pam Chouinard, Loyola Univ., Chicago; and Fred Davenport, AT&T College Marketing.

Two of the winners in the First Timers' Contest were Sami Akabawi of the American University in Cairo, Egypt, and Terry O'Brien, SUNY Geneseo. (Not pictured: Scott Evans, Vanderbilt Univ.)
Think Pad University—Computers on Campus at WFU, presented by Buck Bayliff of Wake Forest University, was well attended.

Tony Mordosky, Millersville University, was one of the presenters for the Intro to Telecom and Networking preconference seminar.

Solutions-oriented, technology-centered, and hands-on, the exhibitors addressed the needs of campus telecommunications.

Bernie Nathan of Sprint presented a check for $500 to Gina DeLaruelle for the scholarship fund at the University of Notre Dame.

The 1996–97 ACUTA Board (left to right from back): Dr. Jim Cross, Michigan Tech, President; Marianne Landfair, Indiana Univ. System, Director-at-Large; Buck Bayliff, Wake Forest Univ., Secretary-Treasurer; Jeri Semer, Executive Director; Margie Milone, Kent State Univ., President-Elect; Donna Borden, Univ. of Del., Dir.-at-Large; Dave O'Neill, Eastern Washington Univ., Immediate Past President; Linda Bogden-Stubbs, SUNY Health Sci. Ctr., Syracuse, Dir.-at-Large; Tony Mordosky, Millersville Univ., Dir.-at-Large. (Not pictured: Robert Sansom, FORE Systems)
Monday night we all went out to dinner at the Georgia Railroad Depot, where we were met by Scarlett and Rhett. The food was great, the company superb, and we even heard some old time Southern gospel singers.

The Annual Banquet on Wednesday night was really spectacular. The '70s theme was fun, the meal fantastic, but the band—nothing less than WOW! From limbo to shark-ball, it was a night to remember!