ACUTA eNews April 1996, Vol. 25, No. 4
University of Alabama Implements ID/DC System

Jeanine Brooks
Asst. Dir., Telecomm, Univ. of Alabama

The telecommunications department is a natural fit to manage the selection, implementation, and day-to-day operations of a campus identification/debit card (ID/DC) system, and, at the University of Alabama, that's where the responsibility lies.

UOA Telecom Department's strategy has been to manage every aspect of its operation in-house from a self-maintained SL100 switch: inside/outside plant, cable, work orders, inventory management, student resale, troubles, etc. The same skills which have made us effective in those areas are now being utilized to bring a campus ID/DC system to the University. Our experience confirms that the managers of telecom should figure prominently in the installation of a campus ID/DC system for their role in the technical analysis for data transmission as well as the possible involvement of outside plant.

While Telecommunications was ultimately responsible for the selection and now the implementation and day-to-day operations of the ID/DC system, we took the position that the system belongs to "The University." To be sure that the primary users would be familiar with the system we purchased, we named to the ID/DC research committee a diverse group with campus-wide representation. With a system this broad that would affect so many areas of campus, we recognized that our success hinged on the knowledge and cooperation of many departments.

When we were only Telecommunications, we had established rules for our department and needed only a general knowledge of other University policies and procedures. Now we must know policies and procedures for registration, library checkout, financial clearance, campus dining, special programs admittance, privileges assigned to groups affiliated with the University, athletic buildings off-hours, etc. In short, we must understand every aspect of the University because without this knowledge we cannot program the system. Every decision made in designing the system has ramifications throughout the campus.

UOA has installed the AT&T/ACUS (for...

Nominate Now for Achievement Awards

Dave O'Neill, ACUTA President
Eastern Washington University

Each year ACUTA is pleased to recognize individuals for their contribution to ACUTA, higher education, and the telecommunications profession. Achievement Awards provide an opportunity to reward creative or innovative thinking or a willingness to serve others in the profession.

Anyone may nominate another member for an Achievement Award. Is there someone who was especially helpful with a dilemma you faced? Do you know someone who found a unique solution to a perplexing situation?

Continued on page 8
In addition to handling routine business during the March Board meeting, ACUTA’s Board and the Nominating Committee began the process of accepting nominations for Board and Director-at-Large positions.

Also on the agenda was the budget preparation process for Fiscal Year 1996-1997. All ACUTA committee chairs and ACUTA’s Executive Director and Business Manager have submitted proposed budgets with explanations of requested expenditures for their groups. The Finance Committee has begun the process of reviewing the proposed budgets and folding the approved requests into the general ACUTA operating budget for the upcoming year.

Other items on the agenda included:

- ACUTA being invited to participate in the Joint Benchmarking Project sponsored by the National Benchmarking Council for Higher Education. There are 30 professional groups represented in the project. ACUTA will be establishing benchmarking for telecommunications, a significant recognition for ACUTA. The Board commended the Executive Director Jeri Semer and the staff for their actions and participation in the project.

- A discussion of the 1996 Annual Conference in Chicago. The Program Committee’s schedule was presented and the Board made recommendations about program content and corporate presentations.

- A discussion of Pre-Conference Seminars designed to give attendees an opportunity to participate in more focused seminars.

- An update from the Local Event Committee, stating that the planning process is well under way for the June 10-11 event at Princeton University.

Submitted by:

Anthony R. Tanzi, RCDD
Brown University
ACUTA Secretary/Treasurer

Welcome New Members

March, 1996

Institutional Members
- North Central College, Naperville, IL. Brian Krupicka, ph. 708/637-5451; Tier 1
- Westmoreland Co. Community College, Youngwood, PA. Robert Radford, ph. 412/925-4085; Tier 3

Associate Members
- State of Wisconsin, Madison, WI. Sue Rieser, ph. 608/267-7355

Corporate Affiliates
- Ace*Comm, Gaithersburg, MD. Tom Murphy, ph. 301/258-9850
- Data Voice Supplies & Services, Lenexa, KS. David Sherry, 913/599-6895
- Network System Solutions, Inc., Denver, CO. Stephen Walters, 303/757-6771

Are you planning to be at ACUTA’s 25th Anniversary Update

Annual Conference and Exposition in Chicago July 14–18? In addition to educational sessions, outstanding exhibits, networking opportunities, and featured speakers, the event will include a spectacular banquet.

Two opportunities to get in the spirit of the occasion have been announced by the 25th Anniversary Committee:

- Contribute items representing today’s campus telecommunications for the time capsule that will be sealed at the banquet and opened in 25 years.
- Submit your predictions for the future in our Visions of the Future contest: What will campus telecommunications be like in 25 years? Winners will be selected on the basis of originality, clarity, and vision.

Association of College and University Telecommunications Administrators

ACUTA NEWS, Vol. 25, No. 4

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Well, it's that time of the year again when we get out our pencils and calculators. We'll spend hours arduously examining past spending records, filling in spaces on forms with information more closely related to guesswork than fact, and with renewed resolve we'll make promises to start earlier next year. No, it's not taxes that I speak of but the annual budget.

Each spring our Committee Chairs are assigned three tasks. The first is to measure where their committee has been the past year, i.e., an examination of accomplishments in light of key events identified in the Strategic Plan. This serves not only to document committee accomplishments but to refresh memories and refocus, if necessary. Some key events are specifically identified with particular committees. Others require coordinated efforts from multiple committees.

The second task is to review and prioritize key events from the Plan that the committee anticipates accomplishing during the ensuing year. Committee Chairs are not completely bound by the Strategic Plan here and often put forth new ideas and suggest reprioritizing existing key events.

The third is to propose a budget the committee believes necessary to successfully accomplish the tasks identified and prioritized. Each committee then submits to the Lexington staff their written report summarizing accomplishments, tasks proposed for the ensuing year, and their proposed resource requirements.

Budget-related material is then homogenized into a single proposal and routed to the Finance Committee for review. The Finance Committee reviews, inquires and adjusts so as to forward a balanced budget proposal to the full Board for action. The Board then receives a package summarizing the Association's recent accomplishments, proposed accomplishments, and proposed resource requirements. It now becomes the Board's responsibility to evaluate results, set final priorities, and allocate the necessary resources.

Two new and significant undertakings have been proposed in this year's budget that warrant mention. Both stem from strategic planning efforts and encouragement from the membership. The Publications Committee has, with unwavering tenacity, proposed to the Board a quarterly ACUTA Journal. With its proposal the committee has forwarded a business plan, including projected revenues and expenditures, work task assignments, promotional efforts, legal considerations, and budgetary impact. All in all a well-thought-out proposal.

The Legislative and Regulatory Affairs Committee, in response to increasing requests for new information regarding recent and forthcoming federal legislation, requested additional funding for legal review. In light of recent legislation not a bad proposal.

Although additional undertakings from the remaining committees have been well prepared and are being carefully reviewed by the Board, these two in particular may, if approved, have the greatest impact of all new undertakings on the budget.

The Board, of course, recognizes the need to adequately prioritize and fund those endeavors that have made ACUTA membership the best buy in higher education associations, and will continue to listen to the membership, the industry, and the needs of higher education to do everything in its power to continue to provide the best value possible. The Board also has the responsibility to listen to new ideas and reach out. Board review and action shall be complete by the Annual Conference in Chicago this summer.

'til next month…

President's Message

Dave O'Neill
Eastern Washington University
ACUTA President

'96-'97 ACUTA Events

25th Annual Conference
July 14-18
Chicago, Illinois
Chicago Hilton & Towers

Fall Seminars
October 27-30
Alexandria, Virginia
Radisson Plaza at Mark Center
Topic: Desktop Video

Winter Seminars
January 19-22, 1997
Ponte Vedra Beach, Florida
Marriott at Sawgrass Resort
Topic: TBA
Planning and Managing Telecommunications Services at Pasadena Community College

Edward L. Himelhoch
Telecommunications & Data Sucs Mgr
Dale E. Pittman
Director, Mgmt Information Sucs
Pasadena City College, Pasadena, CA

When Pasadena Community College District opened in 1924 to serve commuter students from the San Gabriel Valley, it had an enrollment of 267 students. Keeping everyone informed was simple because students, faculty, and staff were all in one place.

Today 22 buildings are spread out over the 54-acre main campus. In addition, the college has two sites that provide facilities for a Community Skills Center and a warehouse.

This single college district within the California Community College system offers 60 academic programs leading to associates' degrees. A high percentage of students graduate and enroll in programs at the university level. In addition, Pasadena City College awards certificates to students enrolled in its 70 vocational programs.

The phenomenal success of these programs is reflected in the current enrollment of 25,984 students and more than 1,500 full- and part-time faculty and staff. Delivering cost-effective and efficient communications in this environment presents an ongoing challenge to the MIS department. We have found that our long-range planning process, including our ten-year life cycle analysis, is the most effective way for us to keep up with the latest technologies and meet ever-increasing demands for cost-effective and efficient communications tools.

The Planning Cycle

We put a long-range planning cycle in place in 1985 when we could see that the college's 700 phones and 500 direct inward dialing (DID) lines were rapidly becoming inadequate. On top of that, our costs continued to escalate because of continuous adds, moves, and changes.

To help us consider a new system that would adequately serve the needs of the college community and control our costs, we hired a telecommunications consulting firm to examine the structure of a new system in terms of port capacity, features, and capabilities. With the consultants, we began to prepare a bid document. At about the same time, the college's Vice President of Administrative Services formed a task force to look specifically at telecommunications needs.

The first phase of this planning seemed tedious, unproductive, and bureaucratic. It appeared that our ability to respond to the needs of our students, faculty, and staff was being hampered by the length of time it was taking us to pre-plan, evaluate, and forecast. Following the process, it took us a year to plan and prepare as accurately as we could. Six months elapsed between issuing the request for proposal (RFP) and the award of a contract.

Today, we see that it was time well spent. The process has not only yielded us many long-term benefits, but also ensured that the people handling public money are spending it appropriately.

The fundamental question we had to answer was: Should we enhance the Centrex rotary system we had in place, or replace it with an in-house PBX switch? We had answering machines in place; but, we knew we had to consider replacing those machines with voice messaging technology that would give us more options and greater flexibility. Finally, we looked at our networking system and began to determine a network strategy.

Request for Information/Proposal

Initially, we sent a request for information to thirty vendors; five responded with information that we used to determine our budget and understand the trade-offs of upgrading the Centrex or going to a completely new system. This information was crucial to us in our efforts to justify the allocation of funds.

We developed a request for proposal document and sent it out. Ten prospective bidders responded initially by visiting the campus; four vendors fully responded to the RFP.

10-Year Life-Cycle Analysis

Looking at more than purchase and installation costs, we did a ten-year life cycle analysis of the four responses. We wanted to know what would be required to maintain the system for ten years, including any enhancements. We also needed to know if an in-house district person would be required to maintain it.

The Decision

The first decision we made was to select an Ericsson MD110 switch, equipped to handle 1,500 lines and capable of expanding to 3,000 lines. The new switch gave us redundancy on Line Interface Modules (LIMs), control boards and group switches, giving us multiple points of recovery in the event of a failure. Redundancy is particularly important in California where natural disasters are pretty much a way of life.

The second decision related to the answering machines that had become ineffective in meeting the needs of the college. We determined that we needed a flexible, comprehensive voice mail system across campus. We selected Digital Sound's voice messaging software, InfoMail® and the VoiceServer® 2110.

The New Services

Deployment of the new messaging system automatically gave voice mail box capability to everyone with or without a telephone and automated telephone answering when the line is in use or after hours. It also allows faculty, staff, and students to send and retrieve messages anytime from any touch-tone telephone. Using the system as a broadcast mechanism, faculty and staff keep everyone informed about courses, exams, deadlines, and other information that requires immediate communication.

In addition, using the distribution list capability of InfoMail, faculty and staff can create a message once, review it for accuracy, then send it to multiple recipients throughout the campus. They can...
even create the message ahead of time and mark it for future delivery.

We were able to automate two frequently performed telephone tasks: giving out repetitive information, such as registration and financial aid information, and transferring calls.

We also purchased CallController™ software from Digital Sound giving 1,000 DID lines and 500 internal lines automated information about different aspects of the college by offering callers a number of options from which to choose: "Press 1 for Student Services information. Press 2 for Admissions information. Press 3 for Financial Aid information."

**Testing the System Before Cutover**

The night before we planned to turn the system on for testing, and less than two months before cutover, we had a torrential downpour which caused large amounts of water to leak into the switch room. We had installed an air conditioner on the roof, right above the switch room, in order to keep the room at the proper temperature for the new system. Apparently, an electrical conduit for the air conditioner was not as watertight as it should have been. The water caused $300,000 damage.

However, we were able to get replacement equipment, fix the roof, and cut over the new system only eight weeks behind schedule. Fortunately, we had planned to run both the old and new systems in parallel during the testing phase. We just continued using the old Centrex system while the new equipment was built, shipped, installed, and tested.

**Cutover: January 1990**

Since we cut over in January 1990, the system has not been down. We have battery back-up for the system, and a diesel generator is in place to kick in automatically in the event of a power outage. Even during earthquakes and power failures, our telephone system keeps on running.

Reliability is a key to our system. With the built-in redundant processor board, while one “side” is active, the other is fully loaded and standing by. In the event of a failure, the system automatically switches over to the standby side and displays an alarm. The actual failure is completely transparent to the user.

**Campus Emergencies**

We have close to 100 emergency phones scattered throughout the campus, the 2,000-space parking structure and inside buildings. All telephones have in-house 911 capability which rings to the safety office on campus. A microcomputer displays the physical location and name of the person who is assigned the phone being used. An officer is able to respond immediately to the precise location of the emergency while the computer logs that information into the system.

**The Local Area Network (LAN)**

Because of user demand, we completely rewired the campus within a year of cutover with all new outside plant between the buildings and inside the buildings as well. We have two cables to each location, one for the telephone and one for the LAN. The LAN connects all 22 buildings and distributes all types of information to people at desktops using word processing, spreadsheets, databases, and graphics.

We have also connected the two remote sites. The Community Skills Center, which offers non-credit vocational programs and general equivalency diplomas, uses a terminal network for low speed LAN access over leased lines. The Center uses the LAN for registration, admissions, and student records information. The off-site warehouse has remote, dial-in LAN access which is used primarily for on-line purchasing requisitions and notices that materials have been received and are ready for distribution throughout the campus.

We have two networks in place: one for administration and one for students to work on lab assignments and other course work. The faculty has access to both networks. They use one network for class preparation and the other to access information, such as student records, rosters, and financial information.

**The New Challenge**

We are currently half way through our ten-year life cycle and are beginning to list alternatives for consideration in five years as we put together our new ten-year plan. We are always looking for ways to optimize resources, save time, and serve the needs of the college. For example, we are beginning to look at the benefits of distributing rather than centralizing processing power.

One important lesson we have learned is to stay plugged into other departments. We look closely at large projects planned for the college to see if they have telecommunications components. If so, then it is our job to ensure that telecommunications costs are factored in. We make sure we are on distribution lists for weekly project and construction meetings, and stay informed by reading minutes of meetings, attending meetings to raise relevant questions, and getting copies of blueprints for new buildings. We literally become part of new construction projects and give our advice and recommendations regarding telecommunications requirements. An example of effective planning is the wiring of the new 70,000 square foot library with fiber optic cable for future use.

**Considerations For The Future**

We are currently looking at the feasibility of going wireless to the new Child Development Center which will provide early childhood education training and double as a functional day care center. Since this new building is within Line-of-Sight of our existing buildings, wireless is a good alternative to copper cabling. The other alternative would be to lease a minimum of two T1 circuits from the local exchange carrier to connect both the voice and data networks to the main campus.

As a new $17.85 million Community Education Center, which will replace the existing Community Skills Center, prepares to open in the fall of 1996 with 31 classrooms, we are asking ourselves how we can better connect students to faculty and staff. Will interactive voice response (IVR) and fax-back capabilities best meet the college’s needs into the first decade of the next century? How do we provide multi-media capabilities? How will the Internet affect the delivery of information and services? Where are the funds for new technological capabilities? Can new technology be provided by piggy backing onto other projects? These are only some of the questions we will answer as we begin thinking about our new technology master plan.
Western Carolina UniversityProvides "Port by Every Pillow"

When the 1996 fall semester rolls around, students at Western Carolina University will find a “port by every pillow.”

That’s because the University is now installing the wiring and electronic switching equipment that will give every student in every residence hall room the opportunity to connect to the campus computer network and to the Internet.

When the project is complete, all 1,770 residence hall rooms at WCU will have two ethernet data ports, which will connect student computers to the University’s file servers and to the Internet, said Bob Olson, WCU’s Budget Officer and ACUTA representative.

“We will be making available to our students the advanced technology that will enable them to communicate with students at any other campus connected to the Internet and to access data bases around the world,” said R. Randy Rice, Assistant Vice Chancellor for Student Development and Director of Housing.

Next fall, WCU students living in residence halls who have their own computers and who have obtained the proper connecting software and hardware will be able to “visit” electronically the Smithsonian Institution, Library of Congress, N.C. General Assembly, and more from their own rooms, Rice said.

Students also will have the ability to communicate electronically, via e-mail, with parents and family back home and with friends around the world, as long as those family members and friends also have computers that are connected to the Internet, he said.

Providing Internet connectivity within residence halls also will alleviate ever-increasing demand on the University’s existing computer resources—especially as more students seek access to the Internet, said Joel McKenzie, WCU Computer Center Network Manager.

Work crews are installing a high capacity wire which will accommodate the transmission of high-volume, high-speed data, including complex graphics. As part of the project, workers also are upgrading the wiring used for voice communication to give the University the potential for future telecommunication expansion. Work on the project began in early January and is expected to be complete by the fall semester.

The wiring project is part of an ongoing campuswide technology improvement thrust at WCU. Crews have recently completed the installation of a new fiber-optics network linking campus computers, replacing an outdated co-axial cable system, and are also wiring every office and every classroom to allow computer connection to the campus network.

Students who plan to bring home computers to WCU and connect to the network are advised to wait until they arrive on campus before obtaining connectivity software packages. “We want to be sure the students get software and hardware that is compatible with the University network,” McKenzie said. Students who live off-campus have access to the campus network and the Internet through WCU Online, a subscriber service offered through MCI.

Teletoons

By Phil Frank & Joe Troise

guru@well.com

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**ISDN Installation Uniformity**

An agreement among ten local exchange carriers to implement a uniform procedure to ease integrated services digital network (ISDN) installation was announced by the National ISDN Council March 18.

With this agreement, the ten companies—Ameritech, Bell Atlantic, BellSouth, Cincinnati Bell Telephone Co., GTE, NYNEX, Pacific Bell, SNET (Southern New England Telecommunications), Southwestern Bell, and U S WEST, Inc.—will use the same format for service profile identifiers (SPIDs) assigned to new ISDN terminals.

A SPID is a string of digits ISDN users program into their terminals so that the network can “recognize” them. In the past telcos have required different SPID formats based on the types of switches and systems deployed in their networks.

According to the Council, the common 14-digit format will benefit both small businesses that install their own equipment and larger companies with many ISDN lines in different telcos’ territories.

[Source: TR Daily newsletter, 3/18/96]
New Multi-Media Classroom at Sewanee

Jeanne Jansenius, Telecom Manager  
*University of the South*

Academic Computing at the University of the South was busy during the Christmas break completing the University's first multi-media classroom. Since the last class was held in this room in early December, much work took place through the cooperative efforts of Sewanee's Physical Plant Services and Telecommunications, Orion Building Corporation, Technical Industries, and Multi-Media Solutions.

The walls surrounding the small labs adjacent to Woods Lab 134 (formerly used by the Psychology Department) came down, a new ceiling and new lighting systems were installed, and a raised floor was put in to cover all the power and signal cables needed to drive the computers and audio-visual equipment in the classroom.

A new podium provides a home for all equipment needed by the instructor, including a Power Macintosh 7100, VCR, LaserDisc player, and Elmo video visualizer. Each of these video sources can drive ceiling-mounted Proxima display projectors to project images on two 6' by 8' screens at the front of the classroom.

The instructor can operate all the equipment, control the level of lighting in the classroom, and even power on/off all the student computers via touch panel controls mounted in the instructor podium. Up to twenty-eight students will sit two per desk and share the use of a Power Macintosh 7100 with an ethernet connection to the campus network and the Internet.

**ID/DC at U of A**

*Continued from page 1*

merly known as Harco*) system with current operations for library checkout and access to athletic events, recreation, labs, and buildings after-hours. In May 1996, the debit option goes on-line with food service, bookstore operations (both on and off campus), and vending. The system utilizes a HP9000 CPU housed and maintained in the Telecom Department. After two on-site training sessions (one operational and one technical) of about two weeks each, our directors and outside plant telephone technicians have installed and programmed all readers in use on campus. Since the HP processor is housed in the Telecom Department, the same cable facilities are used. Four-wire circuits are used to connect each building to the processor. Each four-wire circuit is wired to a line driver that can accommodate up to 16 readers. In the buildings, specialized cable connects the reader and door devices to a RS232/RS485 converter and a line driver.

The Director of Telecom and two Assistant Directors perform the site analysis for operational needs, wiring, software configurations, equipment to be purchased, and training. The outside plant telecom technicians install the wiring from the reader to the processor and install all ID/DC equipment. Any other equipment, such as locks, power sources, crash bars for doors, and so forth, is installed by either the locksmith or our maintenance area with the telecom directors coordinating the project. Each software configuration is determined and entered by telecom directors. The only outside access into the system is through the appropriate dean's office for the assignment at the cardholder level for access into buildings during off-hours.

All equipment troubles are logged through the Telecom Trouble Line and resolved by telecom technicians. Telecom technicians review the trouble and search the equipment and line for any problems. Should the trouble remain unresolved, only then are other University personnel such as maintenance employees or the locksmith involved. The telecom technicians will remain with the trouble through its resolution. Telecom has added one system administrator and one outside plant telecom technician to assist in the additional workload. The Telecom Department will maintain a spare parts inventory for all ID/DC equipment.

Our Telecom Business Office currently performs a full in-house student resale option which includes call accounting, billing, and collection. Those duties will now include a full cashier/accounting option for debit functions. This entails deposit acceptance, data entry into the ID/DC system for account establishment/updates, billing, problem resolution, as well as internal/external vendor payments. All marketing materials, applications, and policies/procedures will be developed through this area. Telecommunication has added one budget assistant to assist in the additional workload.

The response to the project from the users is even better than expected. Our students have knowledge of similar projects at other universities and are excited to finally have it on their own campus. Our recreation and athletic offices are pleased with the tighter controls over event access. Our debit vendors are looking forward to increased revenues that other universities are experiencing through similar offerings.

An Identification/Debit Card System is a major project for any university, and telecommunication has a natural role in that project development. All of us at the University of Alabama Telecommunication Department would be happy to share our experiences in designing, bidding, implementing, and managing an ID/DC system. For more details, contact Robert Riley, Jeanine Brooks, or Patty Benton at (205) 348-2288 or e-mail jbrooks@ua1vm.ua.edu or pbenton@ua1vm.ua.edu.
The Telecommunications Act of 1996
In force for almost two months, this new legislation is still wide open for discussion and interpretation by everyone that may be remotely involved. Some new legislation is being talked about to "correct" errors in the Act and add more features. One example is Senate Bill S 1567 that was introduced to repeal the "online smut" provisions of the Act. The American Civil Liberties Union along with several other groups asked the U.S. District Court in Philadelphia to issue a restraining order against these smut issues in the Act (TR 2/12). The Court ruled against the Act and issued a "temporary restraining order preventing enforcement of a provision ... that outlaws the online transmission of 'indecent' material to minors" (TR 2-19). Another bill that is being talked about but has not been introduced would require the FCC to auction toll free 888 numbers (see story on this page).

The FCC has proposed a seven-member Federal/State Joint Board on Universal Service. Three of the members will be FCC Commissioners, one of the members will be nominated by the National Association of State Utility Commissioners and the remaining three nominated by the National Association of Regulatory Utility Commissioners. The Modified Final Judgement (MFJ) and Judge Greene's involvement with telecom may soon end. However, the Dept. of Justice and the Regional Holding Companies (RHCs) are at odds with each other over documents submitted by the RHCs during recent years to the department's Antitrust Division. The IXC want them back and Justice seems to want to keep them.

Possible Auctioning of "888" Vanity Numbers
ACUTA has recently learned that there is discussion on Capitol Hill of auctioning the new toll free "888" vanity numbers, even if they have been previously reserved through the process adopted by the FCC. Although legislation has not yet been introduced, it appears that some members of Congress may be looking at these new toll free numbers as another source of revenue for the Federal government.

The language could be added to any bill resulting from upcoming Senate Commerce Committee hearings on the auctioning of spectrum, scheduled for early April.

The ACUTA Legislative/Regulatory Affairs Committee is monitoring this issue because of its potential effect on colleges and universities wishing to preserve vanity numbers in the new "888" database. Auctions would impose additional costs on any organization desiring a toll free vanity number from this new database. They would also allow "deep pocket" organizations to purchase a number of "888" numbers for resale, thereby raising the cost for businesses that need to use these numbers.

We are also concerned about the increasing tendency to turn to telecommunications auctions as a source of revenue for budget deficit reduction.

Although legislation has not been introduced, any individual who feels strongly about this issue may wish to write or call their Congressional Representatives and Senators.

ACUTA will keep you informed of any new developments.

The FCC
The FCC is moving rapidly to enhance its position regarding the Act. In question are the new role of the FCC, its budgetary funding, and its future. Senator Pressler is quoted on several occasions indicating that the FCC is already adequately funded to meet the needs imposed by the Act if they would quit their involvement in areas where they now have no jurisdiction. On the other hand Senator Hollings indicates that Congress is fully aware of the FCC funding needs and that they will be properly funded. House Republicans have put FCC Chairman Hundt on notice that they expect the Act to be implemented with the agency's existing financial resources. (TR 3/18) They told him to be creative and redirect the resources. Some legislators are even suggesting a reduction of resources in the near future. Many of the rules soon to be adopted by the FCC may end up in court.

The major IXC activity
Both AT&T and MCI have made announcements that they are planning to greatly expand access to the Internet during the next few months. Both are promising local access from almost every phone in the country and at very low rates. Both have also announced plans to move into the local service business on a large scale. It is also interesting to note that the three major IXCs have all raised long distance rates in the last few weeks.

Nominations...
Continued from page 1
Award recipients may be institutional members, associate members, or corporate affiliates. Winners are announced at the Annual Conference in July.

The Achievement Award Committee is composed of Past Presidents and chaired this year by Dave O'Neill.

Submit nominations in writing by May 31, 1996, to David E. O'Neill, Director of University Computing & Telecommunications Information Resources, Mail Stop #88, Eastern Washington Univ., 526 5th Street, Cheney, WA 99004-2431. Fax (509) 359-2392; e-mail doneill@ewu.edu.
Open University Teaches a Quarter of U.K. Students

According to Financial Times (3/11/96), one fourth of all MBA students in the U.K. (1200 in the current academic year) are students of The Open University where all instruction is carried out via distance learning. The school was one of just a few business schools to receive a rating of "excellent" by the Higher Education Funding Council. As one administrator said, "For us it's the only thing we do; we have to get it right."

Miami-Dade Offers Bilingual Student Voice Response System

According to the M-DCC Computer Services Newsletter (1/2/96), the voice response system at the five-campus Miami-Dade Community College handled more than a million calls in 1995. The most popular activity was Student Telephone Assisted Registration (STAR), followed by checking on grades and listening to schedules. The system is one of the few bilingual systems in higher education.

ACUTA rep at M-DCC is Luis Klitin.

Univ. of Minnesota-Twin Cities Alums Get E-Mail Accounts

The Alumni Society at the University of Minnesota-Twin Cities has a new communications tool to reach alums, a new service to offer, and a source of a little extra income. About 3,500 alumni have signed on for e-mail accounts at a subscription fee of $110/year for up to 50 hours/month. The fee covers costs incurred by the University, with about $20 going to the Alumni Society. Contact: Shih-Pau Yen, yen@tc.umn.edu

Steve Cawley is ACUTA rep at Univ. of Minnesota in Minneapolis.

Increased Ownership of Computers, No Drop in Lab Use at St. Olaf

The 1995-96 student survey at St. Olaf College showed that 49 percent of students now own their own computers, up from 32 percent in 1991-92. In spite of that growth, student use of public computer labs has also increased: from 81 percent of the students in 1991-92 to 90 percent in '95-96. In the past three years, the number of students who rated residence hall connections as "very important" has jumped from 25 percent ('93-94) to 44 percent ('95-96).

Craig Dunton represents St. Olaf at ACUTA events.

Thanks to CAUSE's electronically delivered Campus Watch for some of the information on this page.
Cool Chips=Fast PCs

According to Business Week (3/4/96) a Purdue University professor has developed a technique to keep superfast chips cool. Thermal microchannels are embedded in printed circuit boards, then the heat is drawn away by a special liquid flowing in the channels. Meanwhile, Superconductor Technologies Inc. has come up with a technique to chill chips to -55C or lower, using a small cryogenic cooler. The company boasts that this device can speed up PC performance by 50% or more.

New System Links PCs to Phones

From Investor’s Business Daily (3/11/96): Dialogic Corp. and Israeli firm VocalTec Inc. have developed a technology that allows voice conversations via the Internet between PCs and ordinary telephones. The Internet Phone Telephony Gateway allows computers to place phone calls anywhere in the world via the public switched phone network. The price of the system, which will be available in the second quarter of this year, has not yet been set.

Dissertations on CD?

Universities nationwide are debating the issues surrounding electronic format for dissertations. Scholars agree that for many subject areas, a CD-ROM can convey research data more accurately and succinctly than a typewritten paper. However, problems may arise in 20 or 30 years when the technology to display the CD-ROMs will be obsolete, rendering the information inaccessible. “When the Dead Sea scrolls were discovered, they were 2,000 years old and we could read them,” says a University of Texas professor, quoted in The Chronicle of Higher Education (3/8/96). Virginia Polytechnic Institute and State University requires all theses and dissertations to be submitted electronically, beginning next January.

Kiosk Access to Internet

Investor’s Business Daily (3/7/96) reports that San Diego-based Atcom Inc. has developed “an ATM-like Internet kiosk for surfers on the run.” For a minimum payment of $6 for 15 minutes, users can check e-mail or cruise the Web; $20 buys an hour of kiosk time. Atcom hopes to place kiosks in airports and hotels later this year.
Telecommunications Act of 1996 Creates Flurry of Regulatory Activity

When President Clinton signed the Telecommunications Act of 1996, it signified the completion of nearly two years of legislative wrangling. However, it was only the beginning of significant regulatory activity by the Federal Communications Commission (FCC), and lengthy legal challenges in the Federal court system.

One thing is certain—this legislation will have a lasting impact on both providers and purchasers of telecommunications services. And since ACUTA members fall into both categories, the Association is closely monitoring the implementation of the Act.

We recently contracted with Wiley, Rein and Fielding, a Washington law firm with extensive telecommunications expertise, to analyze this new legislation and its impact on colleges and universities. Their analysis was distributed the week of March 25 to all ACUTA members. It is our hope that this document will answer many of our members’ questions, and help them guide their institutions through the implementation of the Act.

The FCC recently issued a 45-page schedule of regulatory proceedings to implement this legislation. It includes plans to adopt regulations on such issues as interconnection, number portability, universal service, access by persons with disabilities, network interconnectivity, market entry barriers, infrastructure sharing, BOC entry into InterLATA services, pay phone services, and nearly 40 additional issue areas.

Although some timelines are still to be determined, most of these regulatory proceedings will be underway in 1996, with a few stretching into early 1997. This is an unprecedented schedule for the FCC, and has caused them to reduce the time for public comment on these regulations. ACUTA and other interested parties will have less time than ever to analyze and comment on rules that will significantly impact our lives.

This raises an important question for those affected by telecomm regulations—both consumers and providers. The accelerated pace at which the FCC is conducting these proceedings makes it very difficult for volunteer organizations to have any meaningful input. While we may occasionally contract for legal assistance on a project basis, ACUTA does not maintain professional lobbyists in Washington—our regulatory monitoring is done by dedicated volunteers with staff support from the Lexington office. This puts us at a tremendous disadvantage, compared to the LECs, long distance carriers, large consumer organizations, and other interest groups with full-time legal and lobbying staffs.

However, through daily monitoring of the FCC’s site on the World Wide Web (which contains the text of proposed regulations) and careful perusal of numerous trade publications, we are keeping track of the agency’s regulatory activities, and identifying those with the most impact on colleges and universities. We also exchange information with other higher education and telecommunications users associations, and benefit from their efforts as well.

Regulatory monitoring is one of the most important services we offer to ACUTA members, but sometimes one of the most intangible. You may be sure that no other organization is reviewing proposed legislation and regulations specifically from the perspective of college and university telecommunications administrators, and commenting to ensure that the needs of our institutions and our customers are heard by the policy-makers in Washington.

25th Annual Conference & Exposition
“Telecommunications: Technology for a Changing World”
Chicago Hilton & Towers
July 14–18, 1996

Keynote Address: John Naber, Olympic Gold Medal Winner & ABC Sports Commentator
Feature Presentations: Legislative Update by Jeff Linder; The Impact of Technology on Education by Jennifer James; and the lighter side of life by Michael Broome

Plus approximately 35 breakout sessions; new technologies, products and services in the exhibit hall; plenty of networking opportunities as we relax after hours; and our annual banquet will be truly spectacular this year as we celebrate our Silver Anniversary!

More information will be mailed soon — or access our homepage at http://www.acuta.org
Position Available
Weber State University

Responsibilities: Lead & direct Admin. Systems & Programming (provides system development & maintenance support for student, financial, human resource & alumni/development admin. systems); Computer Operations (provides admin. data proc., academic mainframe & campus network server support); & Campus Network Mgmt. (responsible for design & development of fiber optic-based Ethernet network, including links to remote sites.)

Qualifications: MS + 5 yrs progressively more responsible computing/data processing/networking exp. in an academic setting. Signif. exp. supervising prof. data proc. staff, managing data proc. budgets & guiding technological change. Skill in balancing demands of maintaining legacy data proc. systems while implementing emerging new paradigms preferred.


To apply: Send letter of application, current resume, plus 3+ refs to: Don Gardner, Ed. D, Chief Info Officer, Weber State Univ., Human Res. Dept., 1016 University Circle, Ogden, Utah 84408-1016. Phone (801) 626-6036. AA/EOE

La Plaza Telecommunity Foundation Announces
Community Networking '96 Conference
May 14-17 • Taos, New Mexico

Examine the value of creating a Telecommunity Center in your school as leaders in community networking share their experiences with online/distance learning, teaching on the Internet, funding strategies, educating the community & staff to use the Internet, and more. Info: Erin Bender, 505/758-1836.

Position Available
Abilene Christian University
Technical Director

Responsibilities: Principal resp. for developing architecture for services campuswide, plus technical oversight of implementation; technical supervision, training of support staff; planning, delivery of network svcs; planning upgrades; purchases of new equipment; work w/ faculty to support innovative use of computing/communication in learning.

Qualifications: BA/BS. Min. 5 yrs exp. in admin. of networked UNIX systems, 3 yrs. exp. in an Internet environment. Thorough understanding of Internet services, security a must. Substantial exp. or MS in CS or related field required. Exp. in academically highly desirable.

Contact: Jim Trietsch, Dir., Info. Tech., Abilene Christian Univ., ACU Station, Box 8460, Abilene, TX 79699-8460

Position Available
Northwestern University
Director of Telecommunications

Responsibilities: Manages staff of technical & operational individuals responsible for development & delivery of voice, data, video, & other products and services. This includes financial, administrative, & operational planning needed to serve an expanding customer base of 25,000+.

Qualifications: 10-15 years exp. in a large business telecom environment. Extensive mgmt. of technology & staff in a dynamic environment. BA/BS in Telecommunications, Comp. Sci. or related. Masters in Business pref. Familiarity w/Northern Telecom SL-100 a plus.

Send resume to: Andy Rosenau, Northwestern Univ., Info. Tech., 2001 Sheridan Rd. G-172, Evanston, IL 60208 or e-mail ar@nwu.edu (ASCII or MS-Word Only)

Position Available
Western Kentucky University
Telephone Communications Technician


Mid Atlantic & New England Area
Local Event
Princeton University Campus
June 10 & 11, 1996

"Hot Topics in Telecommunications"
◆ Network Technologies at the Milennium
◆ Wireless/PCS Technologies Overview
◆ Business Process Reengineering
◆ Interactive Panel Discussion: Hot Topics
◆ ATM Part I: What Is ATM?
Part II: What ATM Means to My Institution

Registration: 10:00 a.m., Monday, June 10
Meeting ends 1:00, Tuesday, June 11
To Preregister: Call Kellie Bowman (606) 278-3338
Fees: Schools - $50; Companies - $75
Hotel: Nassau Inn at Palmer Square
$99 single/double (ACU TA rate)
Call (609) 921-7500 before May 10