Student Telephone Service at Duquesne

Cynthia A. Vinarski
Director, Purchasing and Support Services
Duquesne University

Duquesne University is located adjacent to downtown Pittsburgh, Pennsylvania. We service over 9,000 students, of which 2,700 live on campus in residence halls. We are a centrex customer serviced by a 5ESS AT&T Bell Atlantic switch.

In 1992, our resident students had Bell of Pennsylvania student centrex service that was a very limited offering, providing dialtone and no special features on the lines. Students could only make calls from their own rooms. Student telephone bills were generated by Bell of Pennsylvania by phone extension. Since students did not receive individualized bills, roommates had to figure out who made what calls.

We had a serious public relations problem. We desperately needed to improve telephone services to reduce student and parent complaints. We needed to enhance telephone services in the residence halls to assist in attracting new students and improve retention rates.

In July of 1993, we entered into an agreement with a service bureau to take over the management of our student telephone service. They provided us with an on-campus service representative and telephone services were greatly enhanced. Students were assigned a seven-digit authorization code allowing them to make calls from any phone in the residence halls. Each student received an individual bill for the calls they made.

Since we had to convert dialtone service from "student" centrex to "administrative" centrex, we were able to add features to the lines, such as call waiting, three-way conferencing and automatic call back. Each student was given a $100 credit limit for any given month. Duquesne University received commission based on the total amount billed each month.

We were generally pleased with the service, but we found that we were spending considerable time solving problems involving all parties, the software company, our local telco, the long distance carrier, and the university. My idea of a service bureau—the customer sits back and collects the commission checks with "limited involvement" in the operation—did not exist!

After two years of operating under a service bureau arrangement, we decided to purchase the existing software and hardware to run our own.

See "Duquesne..." on page 7

Sansom to Serve as Director-at-Large

Dr. Robert Sansom, Vice President of Software Engineering at FORE Systems, has agreed to serve as the Board-appointed Director-at-Large for 1996-97. FORE Systems designs, develops, manufactures, and sells high performance networking products based on ATM technology.

At FORE Systems, Dr. Sansom is responsible for software development and technical strategy. He has more than ten years of experience in the development of software and hardware for high-speed LAN systems and is an expert in ATM local area networking technology.

FORE has strong ties to academia; all four of the company's founders, including Dr. Sansom, were members of the faculty and research staff at Carnegie Mellon University in Pittsburgh. Sansom holds a Ph.D. in Computer Science from Carnegie Mellon and a M.A. in Computer Science.
Board approves new Director-at-Large

At the August meeting, the Board approved the appointment of Robert Sansom of FORE Systems as Director-at-Large for 1996-97. In addition, the Board dealt with a number of items of continuing importance to the Association, including the roles of committee chairs with regard to professional development and implementation of the Marketing Committee’s plan for a Call for Student Papers.

Other matters discussed included:

• Member dues update
• Committee participation
• Corporate sponsorships
• Participation of Corporate Affiliates in the annual business meeting
• Role of Directors-at-Large
• Communication between members and Board

Respectfully submitted,

Buck Bayliff
Wake Forest University
ACUTA Secretary/Treasurer

Sansom...

Continued from page 1

from the University of Cambridge in England.

"Dr. Sansom will bring a high level of expertise to ACUTA’s Board with regard to ATM and the integration of data, voice, and video networks," says ACUTA President Jim Cross. "FORE’s marketplace expertise and experience in these areas will enable ACUTA to be more responsive to a diversity of member needs. We welcome Dr. Sansom’s participation in the months ahead."

Welcome New Members
August, 1996
Institutional Member
- Elmhurst College, Elmhurst, IL. Carren Hart, 708/617-3456; Tier 2
- Riverside Community College Dist., Riverside, CA. David Bell, 909/222-8020; Tier 4
- United States International Univ., San Diego, CA. Patrick Miller, 619/635-4830; Tier 1

Corporate Affiliate
Copper Level
- Calron Telecom Systems, Cleveland, OH. John Zgonc, 216/766-6672
- Champlain Cable Corp., Colchester, VT. Brian Induni, 802/654-4219
- College Billing, Inc., Laconia, NH. Donald Goodale, 603/524-8400
- Diebold Inc., North Canton, OH. Douglas Ettenborough, 330/490-5251
- ISI Informtext, Schaumburg, IL. Shelly Cornelius, 847/519-3344
- Lucent Technologies Services Co., Durham, NC. Dan Cowen, 919/405-3743
- MIS Labs, Watertown, WI. James Romlein, 414/262-8000
- Mohawk/CDT, Leominster, MA. Bill Wright, 508/537-9961
- Panduit Corp., Tinley Park, IL. Jennifer Hill, 708/532-1800
- Teleport Communications Group, New York, NY. Jeanine Carter, 212/478-8055
- Vitel Software, Inc., Worcester, MA. Susan Andersen, 508/831-9700
- Winstar Telecommunications Group, Upper Montclair, NJ. James Keating, 201/655-1189

Quoted in the New York Times (7/29/96), Educom president Robert C. Heterick Jr. says the use of information technology will help bring spiraling costs of higher education under control. "Today you're looking at a highly personal, human-mediated environment. The potential to remove the human mediation in some areas and replace it with automation-smart, computer-based, network-based systems—is tremendous. It's gotta happen."

Association of College and University Telecommunications Administrators

ACUTA NEWS, Vol. 25, No. 9

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Visit our homepage: http://www.acuta.org
It behooves us as telecommunications professionals to stay abreast of the prolific changes and new developments in the marketplace. Today it’s virtually impossible to pick up a magazine or trade journal without reading about the Internet, World Wide Web, or computer telephony integration. The telecommunications industry continues to ride a wave of change that’s coming from all directions. Concepts such as openness, mixed media messaging, computer telephony integration (CTI), multidimensional databases, data warehousing, and multivendor solutions have become the norm. These concepts have introduced a multitude of new challenges in navigating the ever changing waters in the field. Not only are telecommunications professionals being asked to do more, but they are being asked to do it faster, better, and with less staff.

Some of the developments such as computer telephony integration are suddenly adding value and intelligence with a vengeance as Internet, intranet, and Web applications are linked to telephone switching. Microsoft’s TAPI and Novell’s TSAPI telephony/network integration standards are enabling inroads to be made in the networking community as PCs begin to resemble telephones and telephones become smart enough to act as alternate access points to computer systems.

A survey of computer telephony products and services of over 50 vendors in one of the recent trade journals highlighted the state-of-the-art of an industry movement well underway. The integration of two basic technologies in the workplace—the computer and the telephone. CTI seeks to leverage the best of both worlds to improve personal and workgroup productivity, improve service and customer satisfaction, and enhance competitive advantage.

A broad portfolio of CTI applications is evolving as vendors seek to capitalize on the dismal lack of improvements in the desktop phone over the last 50 years and the fact that we spend more time on the phone than we do on the PC. Some key CTI applications to take note of include (1) NetSpeak’s new Business Webphone system which allows users to place voice calls over the Internet to other Webphone users; (2) InteLRak’s Internet voice verification system which uses your voice as an access key to sensitive files on the Internet; (3) Envision Telephony’s SoundByte system which records phone conversations as they occur; (4) Media Mail’s and Active Voice’s desktop- and LAN-based unified messaging systems which support a universal mailbox for all type of electronic messages; and (5) Ibex’s and Netphonic’s text-to-speech systems which allow access to information on a homepage from a regular telephone.

These and other vendors are proliferating the marketplace with a multitude of new CTI products and services. Marketplace jockeying by vendors seeking to cash in on the opportunity is changing the face of computer-switch integration and the pace of change in the field. The major interest and thrust in the area are being driven by Microsoft’s TAPI, Novell’s TSAPI, MVIP, SCSA, and three new computer telephony standards: T.120, H.323, and RTP.

The slow pace to date in embracing the technology stems largely from vast cultural and business differences between the two industries. The telephone marketplace and culture are driven by closed architectures, internally developed software applications, high prices, big margins, and small volumes. The PC marketplace and culture, on the other hand, are driven by open architectures, externally developed software applications, low prices, small margins, and large volumes. The PC industry’s cutthroat culture and business practice of proliferating application growth and multiplying users by driving down prices is foreign to the telephony industry. The vision of many specialized, low-priced, computer driven telephone systems in a business is a concept telephony vendors are just beginning to understand. The idea of a networked series of distributed, low-priced, computer-driven telephone systems providing telephone service is not as farfetched as you may think.

The ACUTA Board and Program Committee will continue to closely monitor the progress of these developments and seize opportunities to keep the membership informed by providing periodic newsletter updates, journal articles, seminar/conference presentations, and vendor exhibits. In fact, one of the tracks at the January, 1997 ACUTA Winter Seminar in Ponte Vedra Beach, Florida will focus on “Integrating Networks.”
John D. Pellegrin, Esq.
Law Firm of John D. Pellegrin, Chartered Washington D.C.

At ACUTA’s recent 25th Annual Conference, the subject of new telecom legislation and its effect on campus communications was addressed by several panelists. The following is a capsule version of the author’s presentation on legislative changes affecting campus cable TV operations in particular.

Perhaps the greatest legislative change is the very definition of a “cable television system.” The question is essentially reduced to whether a “system” utilizes or crosses a public road or right-of-way, or utilizes a public easement. This crossing refers to a physical or hard wire crossing—not a microwave signal/system bridging a public right-of-way. If a system is configured in such a way as to avoid this physical crossing, then no local franchise is needed to operate the system, nor is the system subject to any local or state cable franchise regulations. To secure this exemption, institutions might reserve the “private” status for cable TV purposes of any roads they otherwise cede to local jurisdictions for safety/fire/police access. Many educational institutions have installed or are a part of a “wireless cable” (MMDS) system, working with commercial wireless cable systems and combining the institutions’ ITFS channels to provide both on-campus and community outreach education services.

Assuming the institution’s system configuration cannot escape the definition of a cable system, the securing of a local franchise should be limited to the institution’s property and not have to be a community-wide franchise. The existing cable TV franchise may well urge the local authorities to grant a wide service area franchise simply to drive up the institution’s costs of service all within the wide service area, making such unfeasible. There are several responses to these tactics, a discussion of which is beyond the scope of this short review.

Rate regulation as to subscription charges has all but been eliminated for smaller systems (those serving fewer than 50,000 subscribers). Federal pre-emption with respect to smaller systems’ rates will help institutional systems. FCC subscriber rate review and complaints’ handling is also expected to be greatly reduced with the above exemption now in place. The achievement of “effective competition” by competing services in the community will also eliminate rate review at the local as well as federal level. Predatory pricing by franchised cable systems and curb thereon is also dealt with in the 1996 Telecommunications Act.

Perhaps the greatest legislative change is the very definition of a “cable television system.” The question is essentially reduced to whether a “system” utilizes or crosses a public road or right-of-way, or utilizes a public easement.

As institutions compete for students and strive to keep their enrollments and on-campus housing at capacity, various cable TV, database access, and Internet services and amenities are being considered. The input and preferences of students should be considered in designing a package of programming/services.

Depending on how charges (if any) for the system’s programming services are levied, the system may also avoid regulation as a traditional cable TV system. (Separate charges vs. placing them in a general room fee will make a difference.) The fact that the service is run by an educational (even nonprofit) institution does not create any exemption from cable TV regulation per se, both federally and locally, including Copyright Act compliance for carriage of TV broadcast stations. Indeed, another round of must-carry/retransmission consent negotiations between local TV stations being carried and cable systems is slated over this next year.

As to franchise fees, the maximum which can be charged by a local franchise authority is five percent (5%) of gross revenues. Institutions should be vigilant in seeking to minimize these fees to keep overall cost of services down and checking to make sure the franchising authority is not just running up fees by being too inclusive as to elements of gross revenues. In dealing with local franchise authorities, the contributions of the institution to the local economy and job market should not be forgotten.

A corollary to the franchise issue is that of franchised systems forcing access to campus property. Generally, through several cases litigated over the last few years, as well as the universal service concept, franchised systems have been able to gain access, even over the objections of school officials and private property owners. If the institution has its own competitive and sophisticated system, this tends to discourage an outside system from competing.

Other issues of interest are channel capacity, dedicated PEG access channels, technical standards (generally preempted by federal law), customer service and privacy issues; equal employment opportunity requirements; leased commercial access for systems meeting the “cable TV system” definition; and the legislative-given ability of cable systems to provide telephony and Internet services.

There are other areas of interest or possible concern with respect to cable franchise issues which may come up. Institutions should try to provide as much lead time as possible to resolve any issues to assure an orderly commencement and continued operation.

John Pellegrin, a former member of the FCC’s legal staff, primarily practices communications law in Washington, D. C. He has written numerous articles and made presentations before many organizations on communications related topics. He can be reached at (202) 293-3831.
The FCC

Those of you who attended Jeff Linder’s presentations at the Annual Conference in Chicago may recall his mentioning August 8th as an important date for the FCC and, in reality, for the telecom industry. That date is six months after the Telecommunications Act of 1996 was signed into law. The Act required the FCC to provide guidelines, procedures, and definitions relating to some specific sections of the Act within six months after the Act became a law. On August 8th the FCC released a 668-page text of its order adopted the week before.

Weekly Telecommunications Reports, beginning July 15, devoted many pages to news releases, speculation, and interviews with FCC Commissioners and industry representatives about what might be included in the FCC report when it was issued. Much of the report relates to implementation of sections 251 and 252 of the Act, which, according to Telecommunications Reports, “constitute what the Commission says is the first directive in a ‘competition trilogy,’ which also will include revisions to the universal service support and interstate access charge systems.” The FCC decided to adopt broad national rules for local exchange service competition. The report indicates that the FCC is borrowing “from decisions reached at the state level, and we [the FCC] expect this close association with and reliance on the states to continue in the future.”

The report concludes that the term interconnection refers only to the physical linking of two networks for the mutual exchange of traffic, noting that “because interconnection refers to the physical linking of two networks, and not the transport and termination of traffic, access charges are not affected by our rules...” The report encourages states to initiate studies to determine the “avoided costs” involved with resale or wholesale of local service. In the meantime a “default” range for discounts was set at 17% to 25% for the states to use.

(TR 8/12) It is obvious that one cannot tell the whole story in a few sentences or for that matter a few pages as in TR. We will all have to watch what goes on around us for several months to see what the impact will be on ACUTA member institutions.

An interesting side note: In TR of August 19 some comments from the industry referring to the proposed rules contained statements like: “extremely harsh,” “unnecessary,” “inappropriate,” and “a carefully crafted legislative balance between the prevention of anticompetitive conduct, on the one hand, and, the promotion of efficient competition, on the other.”

Community Policing Number

If you are concerned about 911 and E911 activity, you may be interested in a new idea that you may have to implement at some time in the future. President Clinton has asked several offices in Washington to come up with a plan to establish a national “community policing” number for nonemergency calls. According to the report in TR (7/29) an estimated 70% to 90% of all calls to 911 do not involve a life-threatening emergency or a crime in progress. As a result, some calls have been put on hold for as long as 30 minutes. This new non-emergency number should be easy to remember, like 911, and the President recommends something like N11. AT&T Corp. has established 800/379-COPS as its own version of a national community policing number. Police departments enrolling for the service can use the number. There is a charge for the service that the department must pay.

Internet Phone

The idea is growing and several of the major telecom companies as well as computer software and hardware companies are getting involved. The FCC does not appear to have any interest in regulating the Internet. Many companies have commented to the FCC in opposition to the proposal by America’s Carriers Telecommunication Association (ACTA). (See June ’96 ACUTA News for details of the proposal.)

How to Avoid Getting Tied in Knots When You’re Tied to Your Desk

Here are some easy stretches you can do while seated at your desk that will help tighten muscles to relax and give you a healthy energy boost:

First: Sit up straight.

1. Lower your ear to your shoulder. Slowly roll your chin on your chest, up to your other shoulder, then back again. Repeat 5 times (front only).
2. Reach in front of you as far as you can, then turn your hands completely over and back. Repeat 10 times.
3. Reach as high over your head with one hand as you can. Stretch your fingers open, then close to a fist and lower your elbow to your side. Repeat 10 times with each arm.
4. Stand up. Place the palms of your hands on your lower back and gently arch your back.
5. Whenever you sit down, make a conscious effort to sit erectly.
6. Remember your eyes: Blink often. Periodically focus on an object at least 20 feet away. Close your eyes if you’ve been working at the keyboard for long stretches and place your palms over your eyes for 30–60 seconds.
User groups meet at ACUTA Conference

The following reports were submitted by representatives who attended the various user group meetings at ACUTA’s 25th Annual Conference in July.

ACUS
Jack Babbitt, Univ. of Conn., Moderator Rick Cunningham, ACUS Rep

ACUS updated users about enhancements to current service offerings and indicated that they are ready for the peak period of fall registration activity. It is anticipated that enhancements to inquiry processes will improve call handling, responsiveness, and information access for all students.

A discussion of the new billing system features and new products was helpful. The goal of ACUS is to continue to provide new features that allow all of us to serve students better, to improve quality, and to provide the kind of service expected from ACUS.

In preparation for the October Users Group meeting (10/29–11/2), we offered ideas about topics and speakers of interest.

AT&T

Topics of discussion included:
- Self-maintenance: Lucent has unbundled packages
- One-time flat rate for MSPs to go from G2 to G3
- The more experienced you become, the more you can do on your own and go to the next level.
- The International Definity Users Group meeting will be held in San Diego this October.

For more detailed information check the Web site: www.att.com/cedl/dlnewsllt

Centigram
Wendy Nichols, Univ. of Iowa, Moderator Jackie Casalegno, Centigram Rep

Attendees were reminded of the User Group Information Line (319) 335-1717 which includes fax options for all the handouts available at this meeting.

Jackie Casalegno gave a short presentation on the Series 6 product and entertained questions.

Questions that had been presented at other User group meetings were distributed and addressed by the Centigram reps. Many of the questions on features seem to be addressed in release 6.1.5.04B (scheduled for release in August) also includes some requested features.

The process for submission of new feature requests or problems and followup was discussed. User Group Member Request Forms (available on Info Line) should be submitted through Wendy who will forward them to Centigram. An interactive process for submitting and answering questions was also suggested.

Ericsson
Harry Kyle, Okla. State Univ., Moderator Doug Kay, Paul Cunningham, Ericsson Reps

Ericsson introduced a telemanagement vendor with whom they have entered into an OEM agreement. This vendor made a presentation to the group. Ericsson gave us a brief overview of their product plans for the near term.

We reviewed the schedule for the upcoming annual users meeting to be held during the first week in October.

Finally, users brought individual concerns to the group for Ericsson to either address or take note of.

Intecom
Carol Pochardt, Wash. State Univ., Moderator Lori Futterman, Intecom Representative

Participants introduced themselves with a brief description of their Intecom installation, the greatest benefit to their installation, and their biggest frustration. Installations varied from several hundred to almost 30,000 installed telephone lines, and as many as 8,000 data lines.

The group discussed some common problems and conclusions. Most institutions have not had good success with digital phones in residence halls. The high replacement cost and lack of analog add-ons (such as fax machines) were listed as reasons. Many customers have an offering for conferences that use residence halls that includes both service and telephones. Participants were pleased with one customer’s solution of having a different price for 24-hour expedited orders rather than the normal (5 business day) request time.

Intecom announced some new features, as well as new college and university customers. Neal discussed the value of the Intecom Users Group Association, and listed some of the committee chairs.

Those in attendance requested that Intecom sponsor a LISTSERV to discuss common problems and issues with other customers and Intecom staff. Intecom will send a follow-up mailing with announcements and contacts.

Nortel
Frank Ferrara, Princeton Univ., Moderator Tony Hicks, Nortel Rep

NORTEL was well represented with both the Meridian 1 PBX and SL-100 PBX having expert people to respond to our users questions. NORTEL Millennium Public Communications Access System representatives provided an education application overview.

NORTEL’s Vice President of Meridian SL-100 (Pat Rhodes) also attended the Conference and worked the booth.

Octel

John Stanchak presented an overview of “OcteLink,” which provides central directory services and transport services for networked Octel voice processing systems and other non-Octel systems. The service uses AMIS to transfer messages among registered users.

OctlNet is also spearheading the development of a cooperative standard for a more robust replacement for the AMIS standard that may also be compatible with Internet transport use.

In a Q&A session, topics included: Octel training approaches and opportunities;

See "User Groups..." on page 8
Thanks to AT&T for '95-'96 Directory Sponsorship

ACUTA would like to thank AT&T for sponsoring the 1995-96 membership directory. Support from our Corporate Affiliates in this and other ways enables the Association to provide many services which directly benefit our members.

So, what’s new at AT&T? By now, everyone has heard about the AT&T voluntary ‘Trivestiture’ which split the ($70 billion-plus) company into three new Fortune 500 companies. But not everyone is aware of developments that AT&T expects will benefit colleges and universities.

AT&T has created a new college marketing organization under the leadership of Kathryn Blackstone. According to sources at AT&T, this new organization is focusing the full resources of AT&T on meeting college and university market needs and expanding upon its current line of college offers and integrated solutions. "Many of the ACUTA members have indicated a desire for such a move on the part of AT&T," says Blackstone. "We're very pleased and excited about this organization and the fact that it is being formed in response to valued customer needs."

AT&T’s primary ACUTA rep is Fred Davenport.

Duquesne...

Continued from page 1

own student resale program. Since we now had very detailed information about expenses and income, it was easy to develop a financial model that showed the University that we could pay for equipment, software, and salaries and still make a profit for the school.

Beginning July, 1995, we were operating our own student resale program after hiring the onsite representative and adding a new clerical support assistant. We also added "free" voice mail which really went over well.

Before we decided to offer voice mail "free," we sent out a survey asking resident students what they thought of voice mail. Generally, the responses were positive to voice mail. We asked if they would be willing to pay $3 a month to have basic voice mail and the response was overwhelmingly negative. Our students were very vocal about the cost of education and they were quick to point out how much they were paying for room and board. We had a dilemma.

Since we had been charging administrative departments for voice mail from Bell Atlantic as a line service, we were able to lease a VMX 200L voice mail system for the amount we were paying Bell Atlantic each month for the service. Now we could give voice mail "free" to the students. I can honestly say that it felt good to give the students something "free" for a change.

We did very well our first year operating the program ourselves. The biggest issue we faced was how to collect and pay taxes. Since our students had been charged state and county tax and the federal surcharge when they were billed by the service bureau, we decided to continue to charge them. We did very well with collections and our bad debt was limited. Any student who was sixty days past due was notified that if they did not pay their outstanding telephone balance, their unpaid balance would be transferred to their student account.

It is now September, 1996, and we have started a new academic year. We are very excited, and a little apprehensive, about the new off-campus calling service we just introduced. We purchased software that allows commuter and resident students the ability to access our network, by calling a local or toll-free number, to place calls. We can now provide commuter students living at home or in nearby apartments the same service we provide resident students. They receive individual bills and receive the same discounts that resident students enjoy. Their authorization code functions like a calling card when they access the network by dialing the toll-free number. We charge a per-minute rate with no surcharges. Resident students can also use their authorization code like a calling card when off campus from any phone, anywhere nationwide. Calls made from the residence halls and calls made off campus are charged on the same bill. Resident students no longer need to have a calling card in addition to their on-campus telephone service.

We are generally pleased with the programs we have introduced, but there are some technical problems still to be worked out. It gets a little tricky when your physical location is in a metropolitan city that has very complicated charges for residential service options.

We have done a lot to enhance student telephone service over the past few years. It has not always been easy dealing with vendor promises and actual "reality." Overall, the experience has been good, but our stress level has been high at times. My advice to anyone thinking about enhancing student telephone service is to take the time to really understand if the products and services you invest in can meet your expectations. Also, make sure the technical staff from all parties involved understand the program objectives. Once new technology is installed, it is often difficult to change course once the program is launched.
Changes Come to Campus Directories

Jan Watts
University Directories

A group of college students gawked the other day when I told them that there were no personal computers, fax machines, e-mail, voice mail, or cellular phones when I was in school. They could not believe we hand-wrote our papers (with pen and paper) and then typed them on a typewriter. These students have never handled carbon paper, used stencils, or even heard of duplicating or mimeograph machines.

New technologies are transforming the world in amazing ways, creating a list of "things we no longer need" that grows at a staggering rate. What will be added to this list next: Newspapers? Textbooks? Classrooms? Phone books? And if these vehicles are replaced, what will provide the information we need?

As a directory publisher, I've been thinking about this more and more lately. We have an obligation to our customers not only to provide a quality product, but also to advise them on the most appropriate format—an important consideration since we now have more options than just the traditional paper copy. If you publish a directory, you may have given some thought to the impact of technology on your campus directory. Should your directory be paper, diskette, CD? Maybe you need an on-line version, or access to an Internet directory?

The answer depends on your students, your staff, your faculty, your needs. Every campus is at a different stage, every student at a different level of high tech understanding.

Most campuses today need and have a combination of paper and electronic directories, and I believe it will be this way for the foreseeable future. In a recent informal survey of students across the country, we discovered that only 50% of those surveyed had their own computer, and of those only 50% had access to the Internet. Students still have a high need for a paper directory. Most faculty and staff members continue to depend on a paper directory as well.

An electronic directory is cheaper to produce than a traditional directory, which some day, literally, won't be worth the paper it is printed on. So it makes sense to offer it electronically as well.

In order to provide the directory information on the Internet, you need: the directory information in a database; an Internet connection; a server; an interface from the World Wide Web to your database; a Web designer to design the site; a data manager to maintain and update the information. Your choice of in house vs. outsource depends on your equipment and people power resources.

Of the 74 universities from across the country for which we provide directory, most have or are in the process of getting an Internet version as well. Both versions are supported by the sale of advertising.

Our Website at www.universitydirectories.com has a sampling of Internet directories. The University of Northern Colorado was the first university to have listings on our website. Mississippi State was next. Within a few weeks you will also see the University of North Carolina at Chapel Hill, University of Wyoming, University of Iowa, University of Evansville, University of Wisconsin-Whitewater, and Southeastern Louisiana University listings on our website.

For some of these universities we are hosting their directory information on our server, providing the programming and the design as well. Others have already done the programming, design and hosting and are mirroring their listings on our site for the national exposure.

We are in the Information Age and people love information in as many formats as possible. So even though everyone is familiar with the look and feel of a paper directory, it is smart to go electronic as well. That way—like on the day you woke up to realize that personal computers and copiers had appeared and carbon paper, stencils, and mimeographs had disappeared—you will still be able to find who and what you are looking for.
Virginia gets statewide multimedia network

A partnership among Virginia’s telecommunications industry, state and local government, and educational communities should result in a high-speed, multimedia network capable of simultaneously transmitting two-way, integrated voice, data, and video images over the Internet from thousands of sites across the state. Erv Blythe, project leader for Access Virginia and Virginia Tech’s vice president for information systems, said that public agencies as well as private education institutions will be able to purchase services to meet specific needs at pre-defined rates, regardless of location. The first phase will establish over 45 sites by the end of 1996. For higher education institutions, the cost of this phase will come from reallocating funds from existing distance learning projects at the institutions involved. Contact: Dan Joyce, 540-231-5609, dgjoyce@vt.edu

ENMU’s Virtual classroom

Eastern New Mexico University’s Virtual Classroom is a comprehensive and organized set of resources that contains links for faculty interested in integrating technology into their teaching. Created as part of their Teaching, Learning and Technology initiative, the collection can be found at http://www.enmu.edu/virtual/virt.html. It includes a complete set of generic templates you can use to create a course structure on the Web; links to sites addressing a variety of technology-related teaching and instructional issues; examples of courses taught on the Web; and technology concepts, articles, and ideas addressing the conceptual aspects of using technology in teaching.

James Prince is the ACUTA rep at ENMU

“See you see a librarian” at Univ. of Michigan

According to the Chronicle of Higher Education (7/26/96), the University of Michigan has set up a videoconferencing system between several residence hall libraries on campus and the main library, allowing students to access a reference librarian from their dorms. The system uses Cornell University’s CU-See Me videocconferencing software.

Stephen Mayo represents Univ. of Michigan at ACUTA events.

Dartmouth upgrades data network

A $3.8-million upgrade of nearly all the wiring within and between buildings at Dartmouth College was launched in June, the first major upgrade of the campus network since it was installed in 1984. Buildings that don’t have modern telephone and data wiring will be upgraded during the next 28 months. The data network between buildings will be upgraded with two types of fiber-optic cable. Users could eventually see as much as a five-fold increase in data transmission speeds.

Dartmouth’s ACUTA rep is William Barr.

BC students file applications via Web

About 2,000 high school students have registered for admission to British Columbia’s five universities and the B.C. Institute of Technology using Canada’s first application-for-admission process on the World Wide Web. The online service, Webapp, enables students to fill out generic information before completing data required by individual institutions. The process takes about 30 minutes and saves paper, mailing, and registrars' processing time. Students at the University of Ottawa can also see at a glance what combination of courses leads to a particular degree through an interactive package, Degree Navigator, which was designed by Ottawa U computer science professors with help from registrar George Von Schoenberg. (University Manager, June 1996)

Thanks to CAUSE’s electronically delivered Campus Watch for information on this page.
Free satellite time for higher education

Intelsat, a consortium of 139 countries banded together to launch and operate communications satellites, is planning a "Distance Education and Training Network of the Americas" pilot program that will donate free satellite time to educational and medical institutions in North, Central, and South America for one year, reports the Chronicle of Higher Education (7/19/96). The organization hopes to charge for the time in subsequent years. The group must receive a waiver from the FCC in order to operate in the U.S.

From the wizard's vat?

Business Week (8/19/96) reports that researchers at American Propylaea Corp. in Birmingham, Mich., are working on a 50-year project called Initiative 2050 to devise a "durable product generator" that could create objects of any kind, on command, from a vat of light-sensitive polymers. To accomplish this (in true Star Trek fashion), a 3-D, computer-generated hologram of the desired object would be projected into the vat. The polymers exposed to the hologram's focused light would solidify while everything else would remain liquid. In just minutes, the object could be lifted out. A variety of special purpose polymers would even allow the creation of objects with special properties, such as superhard, transparent, or magnetic.

Data, voice, and video in Australia

Optus, a partly owned cable subsidiary of Australia's second largest long-distance company, now offers television, telephone, and high-speed data services through a single network. A story in the Wall Street Journal (6/28/96) suggests that U.S. cable operators have delayed their all-in-one systems because of the enormous task of upgrading older plant and equipment to provide telephony and two-way data links. Optus was able to build its network from scratch.

Easy upgrades for PCs

Tired of hassling with upgrades? Cybermedia offers a solution, according to Information Week (6/24/96): "Oil Change is a new subscription service that automatically checks the Web sites of all the software manufacturers represented on your hard drive to see if there are any upgrades available, and can even automatically install whatever's available. Dialing into Cybermedia's Web server, it compares the list of updates with what's on your machine, displays a list of those not yet installed on the client's PC and then you choose whether or not to accept the upgrade."

Spotlight

Welcome to some of ACMIA's most recent Corporate Affiliate members:

Digital Link Corporation manufactures a broad range of high-speed digital access products ranging from 56k—155 Mbps for wide area networks. Digital Link offers special pricing to educational institutions. Ph. 408/745-4276; Web: www.dl.com

WORLDxCHANGE Communications provides high quality long distance services. Our global network uses fiber optics and 100% digital transmission. WORLDxCHANGE customers on four continents enjoy crystal clear connections to virtually every direct-dial destination in the world. Ph. 619/625-3360

Champlain Cable Corp. manufactures Dataclear twisted pair LAN cables in 2 to 25 pair designs exceeding Category 5 standards. Champlain's latest product is Dataclear EF Gold, a category 5+ cable tested to 350MHz. 800/451-5162; www.champcable.com

College Billing Inc. (CBI) is a national telecommunications system design, consulting and student telephone billing company. CBI provides every aspect of the billing process: Telemanagement, Computerized Service Bureau, Optically scanned bills, 24-hour balance via IVR, accurate & timely bills. Details? www.collegebilling.com; Donald Goodearl 800/600-5100
This is the exciting time of year when ACUTA’s volunteer leadership and professional staff begin implementing a whole new year of association activities. (Much of the planning is done in the previous spring, when the Board holds a planning meeting and the next fiscal year’s budget is written.) Committees begin their programs of work for the year, and programs begin to take shape.

In keeping with our emphasis on education, topics have been selected and top quality instructors are being sought for the 1996-97 Seminar and Conference Program. Included here is a preview of the topics, dates, and locations for 1996 and 1997.

ACUTA is also supporting an October 2 Satellite Video Conference on “Card Access Systems in Higher Education: Present and Future,” being produced by the National Association of College Auxiliary Services. We have mailed information on this excellent program to all ACUTA members, and we encourage your participation.

The Legislative/Regulatory Affairs Committee is also planning an educational program focused on how institutions can work effectively with Federal and State regulatory agencies. Watch the mail later this year for details of this exciting new training opportunity.

Several of ACUTA’s committees are seeking volunteers to serve this year. If you are interested in serving on the Legislative/Regulatory Affairs, Marketing, Membership, Program, Publications, or Vendor Liaison Committees, contact me by phone, fax or e-mail (jsemer@acuta.org) at the Lexington office. I will forward your message to the committee chair. We will also keep your name in mind for future volunteer opportunities.

Of special note are two new committees being formed this year. Volunteers are needed for both. The Editorial Board will help plan and review articles submitted for the new Journal of Telecommunications In Higher Education. The Call for Student Papers Task Force will implement ACUTA’s new awards competition for papers written by telecommunications students, and will review and judge the submissions.

ACUTA’s committees primarily accomplish their work by conference call, e-mail, and fax, minimizing the amount of time commitment.

Volunteers are vital to ACUTA’s ability to produce education and services to meet your needs. If you cannot serve on a committee, there are many other short-term volunteer opportunities available. You can also participate by sending us your suggestions and ideas at any time.
Position Available
Miami-Dade Community College
District Director of Telecommunications

Responsibilities: Directs, plans, and controls operation of complex, sophisticated telecommunication facilities for large multi-campus/location organization. Works closely with College Network and Internet Services to coordinate and implement data communications networks. Responsible for control and accountability of department budget and expenditures, telecommunications database, and selection and supervision of support personnel.

Qualifications: B.S. in Electrical Engineering or appropriate field; five years experience with emphasis in the direction of a large (6000+ ports, ACD, and networked phonemail systems), multi-building/site digital PBX, preferably Siemens ROLM environment; ROLM 9000-9751 and phonemail maintenance certification; and a large T1 and future T3 and OC3 interconnection network.

To Apply: Formal application required: Call 1-800-552-6322 for an application form. Copies of transcript(s) must accompany application. For special accommodations, please call the FL relay service TDD 1-800-955-8771. Only complete applications packages will be considered. EA/EO employer.

Submit Job Postings Electronically

Now you can submit your job posting electronically when you access ACUTA's homepage. Fill in the blank or cut and paste your copy; at the touch of a button your information is on its way. We will automatically include your listing in the printed version of the newsletter unless position closing and newsletter printing dates conflict. Please remember to notify us when your position has been filled so that we can remove your listing from our homepage.

Correction

Apologies to Jim Shearburn of Consolidated Communications and Malcolm "Doc" Smith of The Citadel. Both received their five-year pins at the Conference but were unidentified in the photo in last month's newsletter.

Check the ACUTA homepage for position ad updates:
www.acuta.org