FCC re-opens Hearing Aid Compatibility issue

Jeri A. Semer, CAE
ACUTA Executive Director

In a Public Notice dated November 7, 1994, the Federal Communications Commission (FCC) announced its proposal to re-open consideration of a requirement that all telephones in all workplaces and certain other facilities be hearing aid compatible (HAC).

In June of 1992, the FCC had issued an order that telephone handsets in all areas of the workplace, including common areas such as libraries, reception areas, and similar areas where employees are expected to congregate, be hearing aid compatible. The requirement was to take effect on May 1, 1993 for establishments with 20 or more employees, and on May 1, 1994 or all other establishments.

The Hearing Aid Compatibility Act of 1988 (HACA) mandated the use of HAC telephones in certain instances, but prohibited the FCC from requiring retrofitting, other than coin operated telephones and "telephones provided for emergency use." The FCC took the position that it could extend the definition of "emergency use" to all telephones in the workplace.

Following the FCC order, ACUTA and other organizations petitioned the FCC for a waiver of compliance with these requirements, citing the onerous financial burden for educational institutions if they were required to retrofit all existing telephones. ACUTA asked that the requirement be waived for telephones in private offices and residences, unless the occupant requires an HAC handset.

In response to the overwhelmingly negative response to its Order, the FCC acted in 1993 to suspend enforcement of these regulations.

However, the FCC now proposes to establish an Advisory Committee representing all interests in this matter, to negotiate regulations on HAC telephones. The negotiation of regulations is a process by which a facilitator attempts to achieve a consensus among the various groups affected by the regulations, resulting in a recommendation which the FCC must consider.

In this case, the Advisory Committee would specifically address whether to lift suspension of the enforcement of HAC requirements for all telephones in all workplaces, hospitals, certain other health care facilities, prisons, hotels, and motels.

ACUTA has been specifically identified in the proposal as an affected interest, and it is therefore likely that we will have a representative on the Advisory Committee representing college and university members. ACUTA President Randy Collett has nominated Ferrell Mallory, Director, Telecommunications Services at Brigham Young University and Chairman of the ACUTA Legislative/Regulatory Affairs Committee, to represent ACUTA on the committee.

We have submitted the following comments (shown on page 7) in response to the FCC proposal, and will keep members informed of any new developments.

Marketing long distance to UT students pays off

Rob Robinson
Telecommunications Services Manager
University of Texas at Austin

"Why market to students when they are already living in your campus housing?" you may ask. So did we, but our instincts told us that marketing our long distance service would pay off, and it did.

The University of Texas at Austin initiated its long distance resale program in 1988. In the following years, UTLD, as the resale program is known, has generated revenue for the University by offering the students living on campus an economical alternative to other long distance carriers.

INSIDE...

2 Board report
3 President's message
4 Telecom Resources Library Update
6 Developing a campus telecom plan
8 Precautions combat phone fraud
11 DC at a glance

See "UT Austin..." on page 5
ACUTA Board explores launching quarterly magazine

The ACUTA Board appointed a subcommittee to survey the membership and develop a business case highlighting the pros, cons, and costs of starting and publishing a quarterly journal. The subcommittee will make an initial recommendation for Board review by the April 1995 ACUTA Board meeting. The committee was also charged with assessing the ACUTA monograph series and making a recommendation on the feasibility of adapting the monograph concept to a journal format.

Other items on the agenda included:
- ASAE and CHEMA meetings
- FY '95-'96 budget process
- FY '95-'96 dues recommendations
- Electronic access project status
- Lexington office software project
- Computer services position recruitment
- ACUTA building space lease
- FCC regulatory issues
- ACUTA investment portfolio update
- Bylaws and Policy/Procedures Manual revision
- Institutional Excellence Award Committee suggestions

Submitted by
Dr. James Cross, Michigan Tech
ACUTA Secretary/Treasurer

Publications Committee seeks author for “Technology in the Classroom” monograph

The ACUTA Publications Committee is planning to publish a monograph designed to give ACUTA telecommunications professionals information for planning for the use of technology in education. Results of last year’s ACUTA member needs survey suggest this is an area of significant interest to our membership.

This monograph should include descriptions of practical applications and the technological requirements including descriptions of modern electronic classrooms. It could include but should not be limited to distance learning applications.

Possible examples would include use of the World Wide Web in the classroom; use of campus networks and electronic mail or bulletin boards for group discussions, projects, or classroom/homework assignments; use of video, data, or voice conferencing to bring guest speakers to classrooms; use of interactive multimedia applications technology, etc. The monograph could consist of several interesting examples or a description of a comprehensive approach to using technology in teaching.

Anyone interested in writing this monograph should submit a brief description and an outline of the proposed monograph to Pat Scott at the ACUTA office.

Authoring a monograph is a great opportunity to share your experiences and skills with the ACUTA membership. This exchange of information and ideas is an important part of the value of ACUTA to all of us and our member institutions. Present Association Bylaws authorize a payment of $500 to the author of a published monograph.
I believe we’re at the precipice of some very dramatic changes to our traditional education process. This thing that we generically label as “Distance Learning” is going to be (or maybe already is) a catalyst for cultural and sociological reformation of both secondary and higher education. Bear with me a little bit while I describe a possible scenario that’s more than just a little disconcerting. Let me explain.

Here in Missouri, there are any number of initiatives now underway, all with the expressed intent of connecting as many of the 500+ school districts as possible with enough bandwidth to allow two-way interactive distance learning. By playing this out to what appears to be a logical conclusion, it’s not too difficult to predict that the typical high school student planning to go on to college will someday take the majority of his/her classes via distance learning.

Today, the typical application involves delivery of a limited number of specialized courses to school districts who cannot attract or afford the expertise in their own district. Which state will be first to identify the best and brightest secondary teachers, label them as “Specialists,” and use them to teach ALL the interested students in the state? They wouldn’t even have to be located in a traditional school building, but rather in a centrally located “Education Center” (perhaps the state capitals?) equipped with all the latest multimedia teaching tools.

Take this a step farther and maybe these specialists aren’t even public employees. Instead, maybe some entrepreneur has a stable of the best and brightest educators, and contracts with individual districts or states to deliver certain courses that might otherwise not be affordable.

Overwhelmed yet?

Now apply all this to Higher Education. First, don’t you think our Admissions/Registrar folks would be happy about evaluating students where the curriculums were standardized and therefore the measurements of performance would be more meaningful?

Now, imagine a day when a student can fulfill all the requirements for a college degree, perhaps without ever leaving his/her hometown. Students would have a menu of available courses and the institution which specialized in that particular course. Think of the flexibility we could offer! A physics course from MIT; a business course from Northwestern; a safety technology course from Central Missouri State. In short, the highest quality courses from the institutions who can deliver them the best. They’ll all be applicable to a degree, but—and here’s the gotcha—from whom?

Certainly, there are lots of cultural changes that will have to occur first. The first thing that comes to mind is the preparation of our professional educators. The skill set required for delivering a distance learning course is dramatically different from “talk and chalk” in front of a classroom. What (if anything) is your College of Education doing to incorporate any sort of multimedia techniques into their curriculum? And what about the countless number of teachers already in the field?

Just as importantly, what about our “hallowed halls of ivy”?

It’s fun to brainstorm about all the possibilities. And, suffice it to say, this won’t be an overnight transformation. Nevertheless, some low profile efforts are already underway for the electronic exchange of transcripts (both high school and college). It would seem that these kinds of efforts certainly lay the groundwork for such conclusions.

Where’s your campus positioned for all this? What’s your video IQ? Want to know more? Join us in my hometown, Kansas City, in April. You won’t be disappointed.

See ya’ next month.

Spring Seminars

The Video Highway: Can We Get There from Here?

First voice, then data, now...video.

This dual-track Spring Seminar (Technical and Management tracks) will focus on technology definitions, implementation requirements, application of the technology in higher education, and the fundamental cultural changes required to accept the new paradigms.

Kansas City, Missouri
April 9–12
Hyatt Regency
ACUTA Resource Library continues to grow

The resource library has continued to grow since our last listing of contents in the March newsletter. This updated "snap-shot" of materials will bring you up to date on all it has to offer.

We strongly encourage your participation in building and utilizing this resource. The current input from the membership is a mere trickle of the potential out there. We still receive requests for RFPs, bids, policies, and procedures we can't fulfill due to lack of resources. Have your staff copy everything that's non-proprietary in the office; paper files, microfiche, floppy disks, CD-rom disks, 8mm tape, it doesn't matter. We'll sort it, separate it, categorize it, and file it.

Call, fax, or write for copies of these materials. As always, the patience sometimes required for response time is greatly appreciated.

ADA..............................................General guidelines, access requirements, hearing aid compatibility
RFPs and policies from Univ. of Kentucky, Univ. of S. Florida, Cal. St.-Northridge, Univ. of Alabama-Birmingham, Oakton Comm. College; white papers on Category 5 cable and "Information Age" buildings.
Cable/Wiring..............................Monograph on "ITFS Leasing Partnerships" by the Western Coop. for Educational Telecomm.
Cellular......................................RFP, policy, service request form from Univ. of Alabama-Birmingham
Computer Equipment.............Catalogs
Consultants ..................Listings, brochures
Data...............................Digital networking primer
Directories ......................Campus telephone directories from 8 different schools
Telecom vendors indexed by products and services
Disaster Plans ..............Univ. of Alabama-Birmingham, Univ. of Miami
Primers from several different companies and LECs
E-Mail Policy .....................Policy from Brigham Young Univ., ACUTA Newsletter articles
Fiber Optics .................RFP from Univ. of Alabama-Birmingham
Infrastructure ........Maps/Drawings from Univ. of Alabama-Birmingham
Instructions ...............Student telephone handbooks from Ohio Wesleyan and Franklin and Marshall College
Key Systems .......................RFP from Univ. of Missouri-Columbia
LANS .....................RFP from Univ. of North Alabama, Ethernet tutorial by Lantronic
Local Loop ......................Monograph on competition; FCC telephone interference study, TIA booklet on reducing radio frequency interference
Long Distance .................RFPs on 1+, 0+, payphone and calling card services from Univ. of Alabama-Birmingham, Univ. of North Alabama, Univ. of Missouri, Carnegie Mellon
Maintenance .............Cable & Wire maintenance RFP from SUNY Health Science Center at Syracuse; service contract evaluation workbook from Bell Atlantic
Mgt. Info. Sys......................RFPs from Univ. of Alabama-Birmingham, Univ. of Ml, Indiana Univ., Univ. of MO-Columbia
NANP ......................USTA Implementation Guideline booklet
Operator Services ........Selection/comparison report on providers by Ron Gallik of Keene State Univ.
Pay Telephones ..............RFP from Univ. of North Alabama; State regulatory status reports
Policies ......................Student telephone usage by Univ. of Alabama-Birmingham, general telecom policy and procedure by Univ. of Kentucky, on-call procedures by Yale Univ.
Position Descriptions .........Univ. of North Alabama, Memphis State Univ., position ads from ACUTA newsletters
Regulatory ......................Articles/info on 800 portability and 10XXX; state-by-state survey on Educ. Strategic Planning; summary of the FCC's NPRM on E911; contact listing of Federal and State Telecom agencies
RFPs ......................RFP for general campus-wide telecom upgrade by Yale Univ.
Secondary Market ..........Equipment catalogs
Student Resale .................A revenue study including voice processing by Univ. of North Alabama
Surveys & Studies ..........PBX revenue study for the higher education vertical market (1991), study on Contract Management vs. Self-Operation for Higher Education
Taxes ........................................Private letter ruling sample from Cornell Univ.
Telecommunications ........Training course catalogs, publications catalogs
Toll Fraud .........................Lists of fraudulent 800 #"s and 976 "look-alike" exchanges, Haughs "Toll Fraud and Telabuse"
Vendors .........................Directory of 3000+ telecom manufacturers, distributors, and service organizations; Directory of Canadian telecom vendors; custom listings from a database of 400+ vendors specializing in service to higher education
Video Conferencing ..........Source book for public and private facilities worldwide; references to topical listservs
Voice Processing ..........RFPs from Univ. Missouri, Carnegie Mellon Univ. SUNY Health Science Center at Syracuse
UT Austin
Continued from page 1

UTLD operates in a competitive environment, as dormitory residents are free to choose whomever they would like as their long distance carrier (excluding 1+ calling). Our start up year saw a level of participation of 45%, and that expanded over the next two years, reaching 60% in 1990. We have stayed at that plateau since that time. The goal we set ourselves for this past year was to improve our share of the market.

We tackled this problem on two fronts. The first task — create a new logo for UTLD. We generated in-house a raft of possible new logos and asked staff to vote for their favorite. This process generated no consensus, so since I was the “boss,” I chose my own favorite.

Then we had to get this new image in front of the students, so we decided to shower them with giveaways. During the Fall enrollment period, we gave away stadium cups, write-on wipe-off memo boards, and ball caps to students who signed up for UTLD service. The most popular item was the memo board, and it was also the most effective for us; the boards, with our logo prominently displayed, appeared on dormitory room doors throughout campus. In addition to the giveaway items, we sent brochures to the home addresses of all students who had a signed Housing and Food Contract for the Fall: One detailing our long distance service, and a second that talked about the new Voice Mail offering.

Because they were sent home during the summer, these brochures had the advantage of putting our name in front of the parents as well as the students.

The second marketing avenue we pursued was to roll out Voice Mail for the students. This turned out to be a mixed blessing, but it did generate some new business for us. We managed to sign up and keep an enthusiastic cadre of voice mail users among the dormitory residents.

Welcome New Members
November 30–December 27, 1994

Institutional Members
- Edgewood College, Madison, WI. Chris Hackbart, ph. (608) 259-6800. Tier 1.
- Ottawa University, Ottawa, KS. Jack Maxwell, ph. (913) 242-5200. Tier 1.
- St. Mary’s University, San Antonio, TX. Graciella Cuevas, ph. (210) 436-3557. Tier 2.
- Western Carolina University, Cullowhee, NC. Bob Olson, ph. (704) 227-7003; Billy Norton, ph. (704) 227-7304. Tier 3.

Corporate Affiliate
Copper Level
- Proctor & Assoc. Inc., Redmond, WA. Raymond Dellecker, ph. (206) 881-7000

ACUTA representative at WSU is Steve Nickell, Manager, Telecommunications Services.

Search for New Members continues!

Tell a friend about ACUTA
Developing a campus telecommunications plan

Norbert F. Farnaus
Principal, Farnaus & Associates

Not too many years ago you called the phone company to change or upgrade your voice technology. They did all the work: selected the equipment, installed it, and kept it working. Today, with myriad choices involving voice, data, distance learning, and networking, education is facing a new challenge.

To successfully develop a campus telecom plan today, the telecom manager must:

- Understand the size and complexity of the task
- Define, organize, and motivate a campus-wide committee to a common end
- Know and use the skills and talents of on- and off-campus professionals
- Put in place a system of evaluating and budgeting for emerging technologies.

Understanding the task

Knowing and defining the size and scope of the task is the foundation of building a successful telecom system. Developing a campus-wide telecom plan will be like building a new campus building: the users (educators and administrators) will define the functions; the architect (telecom manager) will define the form; and the contractor will build the building.

In addition to defining the campus telecom functions and applications (like, I want my computer in my office to be connected to the classroom where I teach), schools must define the form of the system: what hardware, software, and networking designs and engineering will be needed to make everything work. The menu of available options is large and continues to grow. Some schools may need help just to know what hardware and software are available.

Successful planners devise a Campus-Wide Telecommunications Plan, a master plan which takes the ideas and dreams of the campus, matches them to today's electronic realities, and then plots a course of action and a timeline to obtain the voice, video, data, networking, and distance learning systems in support of improved teaching/learning and administrative functions.

Getting help with the master plan may be necessary for some schools because it requires financial and technological expertise not always available on staff.

Define, organize and motivate a committee to a common end

The campus telecom system touches everyone's work environment: faculty using multimedia or accessing library resources; administrators reviewing security data or budget figures; office workers handling accounting functions or ordering supplies—virtually every employee is touched by the system everyday. It seems logical, therefore, that everyone must be represented in some way.

The blending of this committee is no easy task. With each department struggling for a fair share of the budget pie, working toward a common goal of developing a telecom system to support all campus-wide functions is a complex activity. But if the committee's role and mission are clearly defined and if members are selected and guided throughout the process, a single document defining how departments will interact on the system can be achieved.

Probably the most difficult task is keeping the committee focused on its mission: to define what individual functions are needed by each group and then determine how these functions will be available to system users.

Know and use available skills and talents

After you have developed your master plan with some idea of funding sources and budget estimates, an RFQ (request for quotes) or RFP (request for proposals) can be created. These documents will define the size and scope of your telecom system and will be sent to reputable prime and sub vendors. Keep in mind that local, reliable vendors of hardware and software are very important, especially after the project for on-going support.

Plan a system of evaluating and budgeting for emerging technologies

No telecom system is forever. Financial institutions providing campus telecom leasing try to keep funding to 5–7 year maximums. This seems to be the life expectancy of today's technology. Therefore, as the planner or overseer, you must factor in a strategy to upgrade the system you install today in a short seven years or sooner.

There is one consolation however: More than likely, your cabling and wiring will have a longer life expectancy—maybe 10–15 years or longer.

In addition, your institution must have a process to add and delete hardware and software in order to meet the changing campus functions and needs. And installation is only the beginning. With the complexity of today's technology, training for the faculty, staff, and student users is one of the most crucial areas yet is often overlooked.

In conclusion...

Though there is an end to this article, there is never an end to the development, installation, and implementation of a campus-wide telecom system. But the careful planner is rewarded many times in the process.
In the matter of
Comments and Nominations
for Membership Regarding the
Establishment of an Advisory
Committee to Negotiate Regulations

COMMENTS OF THE
ASSOCIATION OF COLLEGE AND UNIVERSITY
TELECOMMUNICATIONS ADMINISTRATORS, INC. (ACUTA)

The Association of College and University Telecommunications Administrators, Inc. (ACUTA) respectfully submits its comments and nomination in response to the above-captioned matter, which was released by the Federal Communications Commission (FCC) on November 7, 1994.

1. ACUTA supported the Commission’s decision on April 13, 1993 to suspend enforcement of the broad requirement adopted in 1992 for hearing aid compatibility of all telephones in all workplaces, hospitals, certain other health care facilities, prisons, hotels and motels. ACUTA supports the availability of hearing aid compatible telephones for those hearing impaired individuals that require them, and we believe that all colleges and universities make these instruments readily available upon request at no charge.

However, as stated in ACUTA’s petition dated March 4, 1993, we believe that the requirements contained in Sections 68.112(b)(1), (3) and (5) of the Commission’s Rules 47 C.F.R. §§ 68.112(b)(1), (3), (5) would place an onerous burden upon colleges and universities for compliance. As stated in our petition of that date, our primary difficulty is with the requirement that all telephones on our campuses be retrofitted. Due to the fact that telephones in private offices and campus residences are not available for public use, it would not be reasonable to require the retrofitting of all of these instruments. They are currently retrofitted upon request by an individual requiring the use of an HAC handset, and we believe that this procedure provides equitable access to telephone devices for hearing impaired individuals. Our objection to the proposed rule did not, and does not currently, apply to public telephones and those in common areas.

The comments of ACUTA on March 4, 1993 remain applicable today. If implemented, this requirement would cause the needless redirection of educational institutions’ funds to the replacement of telecommunications equipment at a time when these resources are being reduced, and academic and research activities of universities are being restricted by lack of funds.

2. ACUTA commends the Commission for taking steps to bring this issue to closure, and we support the Commission’s proposal to use a negotiated rulemaking process for the development of regulations on this matter. If the committee is constructed to provide equitable representation for all points of view on this issue, we are willing to devote sufficient time and resources to the development of a consensus that will address the needs of hearing impaired individuals, while minimizing the unnecessary replacement of existing telephone equipment by colleges and universities.

3. As the academic community would be significantly affected by any proposed rule, and ACUTA is the only association that represents college and university telecommunications administrators, we believe that it is important for ACUTA to be represented on this advisory committee. Therefore, we wish to nominate an individual to represent ACUTA and the college and university telecommunications field on this committee. This individual will be authorized to represent ACUTA, and will actively participate in good faith in the development of the rules under consideration. We respectfully submit the nomination of:

Ferrell Mallory, Director, Telecommunications Services; Brigham Young University; 1206 SFLC; Provo, Utah 84602; Telephone: (801)378-7412; Fax: (801)371-4190

4. ACUTA appreciates the opportunity to comment on the proposed use of a negotiated rulemaking process for the development of regulations on this matter. Our association will cooperate fully with the Commission in the provision of information to assist with the development of appropriate requirements in this area.

Respectfully submitted,

By:

Randal R. Collett, President, ACUTA, Inc.
152 West Zandale Drive, Suite 200
Lexington, KY 40503-2486

Dated: December 20, 1994
Taking precautions combats phone fraud

Computer hackers of all ages have learned that there is some serious money to be made by finding ways to hack into phone systems, and then selling that system access information to the highest bidder. These guys know all the tricks, company-installed passwords, and system architecture they need to hack through the most formidable defenses, and they are typically not at all shy about sharing their technical prowess with others. Phone system information is shared on local bulletin boards, via voice mailboxes, even across the Internet.

The phone fraud industry has become so immense that it even holds conventions and has its own monthly magazine! So what can you do to protect yourself and your institution from becoming victimized by phone fraud? Several things:

1. **Use calling cards very carefully and only when absolutely necessary.** Whenever possible, use a public phone equipped with a “swipe-through” reader so you don’t have to enter your card number by hand. If you must enter your number, try to have it memorized so that you don’t have to take your card out of your wallet, and cup your free hand over the keypad while you punch in your digits. Move from one side of the phone to the other after you have entered half of your calling card number. This prevents anyone that may be in your direct line of sight from getting your entire calling card number. If your card is lost or stolen, you should report it immediately. Finally, you can have your card restricted to allow only a certain dollar amount of usage or prevented from having international access at all. If you don’t need to make international calls, why open yourself up to this very common type of fraud in the first place?

2. **Look through your monthly phone statements (at home and at work) carefully.** Using a University-issued WATS number to make personal calls also qualifies as fraud. Check monthly toll charge records to make sure that your institution is not footing the bill for someone to chat with their friends. Report violations promptly.

3. **Follow up with former employees.** When an employee leaves your department, make sure that their WATS code and calling card are immediately taken out of service. Since calling card numbers can be memorized, it is not enough to simply take the card itself from the former employee and give it to the person that is taking their place. The card number itself must be deleted. Make sure your former employees also leave you their voice mail passcode, and that you change this mailbox passcode immediately. Hackers can tap into unused mailboxes, change passcodes, and then use them to illegally disseminate compromising information.

4. **Exercise good judgment.** Don’t keep master lists of employee WATS codes. They encourage dishonesty. Never issue calling cards to employees that don’t really need them. Above all, keep yourself informed!

Excerpted with permission from Mizzou Telecom Connections, Warren Mayer, Editor.

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**ACUTA Events Calendar**

**Winter Seminar**
- **Maui, Hawaii**
- Jan. 17–21, 1995
  - Inter-Continental Resort
  - TOPIC: Campus Networks—Beyond the Walls

**Spring Seminar**
- **Kansas City, Missouri**
- April 9–12, 1995
  - Hyatt Regency
  - TOPIC: The Video Highway: Can We Get There from Here?

**24th ANNUAL CONFERENCE**
- **Orlando, Florida**
- July 16–20, 1995
  - Stouffer Resort
  - • Feature Speakers
    • Breakout Sessions
    • User Groups • Exhibits

**Fall Seminar**
- **Fort Worth, Texas**
- Oct. 29–Nov.1, 1995
  - The Worthington Hotel
  - TOPICS
    • Strategic Planning & Budgeting for Telecom Infrastructure
    • The Telecomm Dept: Rx for Change
Kansas State to connect county extension offices and experiment stations

In the Kansas State University College of Agriculture, the Dept. of Communications is establishing computer links with the state's extension offices and experiment stations and planning classroom multimedia projects through a year-old Information Infrastructure Project. The design team has developed three levels of connectivity, allowing off-campus sites to connect to the department's LAN (OzNet) according to their needs and resources. A shared database, in planning stages, may eventually contain 3,000 digitized extension publications plus experiment-station reports, photos, video, and sound. Among several multimedia programs under development are a 200-level horticulture class and a student-recruitment kiosk where potential College of Agriculture students and their parents can learn about the University.

Kansas State's ACUTA representative is Jan Weller.

Shop for a campus on the Internet

Peterson's, those people who publish all kinds of guides to colleges and universities, have done it again. This time they've created a guide on the World Wide Web, and it's accessible at no charge.

Initially, The Education Center will carry searchable data and narrative on educational institutions at all levels (plus summer programs for youngsters) and will provide communication and transaction services, such as e-mail and college applications.

All institutions that Peterson's traditionally works with in ongoing projects will be provided with a site, or "home page," in the Center. Peterson's will work with these institutions to build each site into a virtual information office, containing multimedia viewbooks, on-line applications, announcement postings, and hotlinks to admissions and financial aid guidance. Users will be able to browse through a vast amount of information at any academic level or go directly to an institution's Center site, conduct searches, plan a visit, look at viewbooks and catalogs or send documents.

The address of the new Center is http://www.petersons.com. Development in the graduate, undergraduate, private school, and summer program areas is underway. The Center expects to have baseline information ready for users in January.

Univ. of Michigan puts computer courses on Internet

With freshman engineering computer students using a variety of laboratory facilities to complete course work, the University of Michigan College of Engineering needed a way to share late-breaking information about assignments, hardware, and other news. The solution was the World Wide Web. A Class Calendar page contains a daily syllabus of the course. Students can easily access copies of homework assignments and pictures of course instructors and staff. HTML form features allow easy feedback from users. And a mystery graphic in the homepages brings up a "hidden" Web page of humorous text, sound, and pictures—an electronic Where's Waldo.

Univ. of Michigan's ACUTA representative is Roxana Block.

Self-registration at University of Minnesota activates e-mail confirmation

Most students who register for day classes at the University of Minnesota for winter 1995 will be eligible to register themselves. In a pilot program last February registrations were processed from Heidelberg, Germany, and from the Minnesota State Fair. Fewer than two dozen universities in the U.S. currently use similar systems, and Minnesota seems to be the only one that automatically sends confirmation and fee statements as an e-mail message. Another feature: Sets of randomly generated "magic numbers" assigned to departments allow them to control access to restricted courses.

ACUTA rep at Univ. of Minn. is Steve Cawley.

Kiosks bring candidate videos and touch-screen voting to University of Alabama

University of Alabama has used campus information kiosks to provide videos about candidates for student offices, with a touch-screen multimedia system for voting. Students cast their votes by touching pictures of the candidates, and use personal identification numbers to validate their voting status. Results are available as soon as the polls close. The system was developed by the Advanced Technology Group of the University's Seebeck Computer Center. Contact: Danny Reese, dreese@seebeck.ua.edu.

University of Alabama is represented at ACUTA events by Jeanine Brooks.
Let the computer take notes

Is a lecture the process whereby information is transferred from the notebook of a teacher to the notebook of a student without passing through the mind of either? If that’s true because everyone is too busy scribbling to have time to think, the DePauw Electronic Blackboard for Interactive Education (Debbie) has a solution. The computer copies what the teacher writes on the board, while students listen, think, and use pen-based laptops to add their own notes anywhere in the information that appears on the screen. (From a story in the Wall Street Journal 12/9/94.)

Iowa is wired

As reported in Newsweek (12/19/94), Iowa is the first state to have all of its counties linked through a fiber-optics communications system, which is transforming the state’s schools, hospitals, and criminal system. One administrator there cautions: “Teachers must be specially trained or they’ll end up teaching the same way they have for the last 30 years — but in front of a camera.”

MCI’s pipeline to the Internet

From the Wall Street Journal (11/21/94) via Edupage: MCI Communications is building a pipeline to the Internet, hoping to capitalize on Internet access as a major part of its business plan for the future. The “internetMCI” initiative will begin early next year, with MCI’s network hooking up to several regional providers of Internet services. MCI will also offer interactive shopping on its “marketplaceMCI,” using NetScape Communications’ new Mosaic software. “The message is basically going to be: When you think Internet, you’ll think MCI,” says Vint Cerf, an MCI senior VP and one of the Internet’s original designers.

Technophile takeover

Business Week (11/28/94) reports that the average PC household spends about 18 hours a week on the computer, nearly double the time spent in front of the TV, according to an AST Research survey of recent computer buyers. A third of those families subscribe to online services, sometimes more than one. “We're going through a sea change in terms of people's attitudes toward technology — from very unaccepting to quite accepting,” says an IBM senior VP. In 1985 only 22% of the population felt positive toward technology, but by 1995 that number should rise to 56%, and by 2005, 68%.

It’s a small, small world

From Investor’s Business Daily (12/13/94): NEC Corp. has produced a memory cell that will be used to make computer memory chips capable of storing one gigabit — one billion units — of data. Samples of the chip will be available in 1998, with mass production in 2000. The new cell is about 3 million times smaller than the period at the end of this sentence.

High technology can lower cost of education

According to a story in the Chronicle of Higher Education (12/14/94), “many states are tired of waiting for the Feds to get their act together, and are moving ahead with their own plans to expand educational outreach through electronic linkages.” The Education Network of Maine, a new public institution being established by the University of Maine, is essentially the telecommunications network spun off into an eighth institution. Utah, Virginia, Florida, Minnesota, and some other states are looking to similar solutions to keep tuition costs and expenses low while serving increasing numbers of students. “Right now, technology seems to be the only thing states are willing to invest in,” says the executive director of the State Higher Education Executive Officers.

The tax man cometh online

Beginning Spring, 1995, according to Investor’s Business Daily (12/14/94), the IRS will make available electronic copies of its forms on the Internet, where they can be downloaded, printed, filled out, and submitted with tax returns. The process will require using a software program, which can be downloaded at the same time. The forms will be posted on the FedWorld BBS, the largest federal government bulletin board.

Warning: Hotel phone systems could be hazardous to your (modem’s) health

We read it in Business Week (12/5/94): It’s common knowledge that laptop communications often don’t work with the digital phone systems found in some hotels. Now it appears that just plugging your phone card into a wall jack can “fry” a credit-card-style modem. These micromods lack the mechanical relays that prevent larger models from succumbing to the high voltages present on some digital systems.
This year, 1995, should be interesting as we watch the activities and legislation develop in the 104th Congressional Session. The FCC also has a number of very important items on its agenda of interest to ACUTA members. The following is a brief summary of some of these issues and activities.

The FCC

• Some expect a ruling in the spring concerning billed party preference (BPP). ACUTA did not file comments on this issue as the membership is divided as to what should be done, but when a ruling comes, members will have to comply.

• A proposal for new rules on Enhanced 911 (E911) service is active now and ACUTA will submit a response by January 9. Our concern is how the necessary information—phone number and location of the caller—passes to the proper Public Service Answering Point (PSAP) from (1) behind a PBX and (2) a wireless service including cellular phones. One question to be answered is, Can the campus police department be a PSAP for the campus economically?

• ACUTA has filed comments and a nomination for membership regarding the establishment of an Advisory Committee to Negotiate Regulations on Hearing Aid Compatibility. (See page one for more on this topic.)

• The 800/900 abuse issue is still on the table. Some reports indicate that the abuse has slowed down. Some of the telcos have tightened up on billing which is a big help, but the problem has not been solved. Telecom & Network Security Review (TNSR) has devoted a major part of four of its 1994 issues to this topic. Big dollar amounts have been lost due to 800/900 fraud.

The 104th Congress

No one doubts telecom legislation will be introduced early in the session. In November, U.S. Telephone Association President Roy M. Neel was quoted in Telecommunications Reports (Nov. 28) as predicting that a new telecom bill will be passed by Labor Day. Neel also suggests that the lawmakers do not want to "wear themselves out on the same squabbles and fights we had last year." Sen. Larry Pressler (R, S.D.) will be the Chairman of the Senate Commerce, Science, and Transportation Committee and has indicated (TR Dec. 12) that Congress needs to act on this by June. Hearings may begin in January or February. In the same issue of Telecommunications Reports, one of the FCC Commissioners indicated that "enactment of telecom legislation next year is by no means assured." We will all have to watch the progress of the bill during the year.

• Sen. Pressler has also indicated (TR Dec. 5) that he would like to see the size of the FCC reduced. The Republican "Contract with America" legislative package may have an impact on the way regulatory agencies issue rules and other activities. This could have a major impact on the way the FCC and other agencies deal with their customers and clients if enacted.

PBX circuit board theft

Be very careful to determine the true identity of anyone and everyone entering your PBX switch room. "Repair men," representing the manufacturer, have called on customers to repair a switch problem and have left after spending a few minutes "fixing the problem" with their bags full of circuit boards. Hundreds of thousands of dollars have been lost by PBX owners through this scam (TNSR, Sept/Oct 94). Apparently the manufacturers do not keep track of board serial numbers and the boards cannot be traced; hence, an easy, fast buck for the thief on the used market.

Are cellular phones safe?

A Cellular Safety Panel is looking at the possibility of safety hazards from the use of these devices. A couple of years ago a lawsuit claimed that a person's brain tumor resulted from using a cellular telephone. The National Cancer Institute and others are studying the question as cellular use grows by leaps and bounds. The International Telecommunications Union (ITU) suggests as much as 47% growth in 1993 (TR Nov. 28). The E911 Notice of Proposed Rule Making indicated that as many as 10% of all 911 calls come from cellular phones. In 1987 the Massachusetts State Police received an average of about 300 cellular calls per month, and by December of 1992 the count had grown to over 15,700.

Personal Communication Services licenses

The FCC sells bandwidth for PCS licenses to the highest bidder. Total sales may be as high as 10 billion when they are finished—possibly the "biggest sale of government property ever." (TR Nov. 28, Dec. 5, Dec. 12) Where will the money go? Vice President Gore has suggested using the funds to connect schools and libraries to the national information infrastructure. Sen. Pressler indicated that the funds are supposed to go to reduce the federal deficit and congressional approval would be necessary for any other use.

1984 Cable Communications Policy Act

The courts, so far five of them, have indicated that the part of the 1984 Cable communications Policy Act which bans telco provision of in-region video programming is unconstitutional. (TR Dec. 12) It will be interesting to see if the government will take the case to the Supreme Court for a final ruling.
Business Week predicts a coming Internet population explosion: According to a recent special issue, the number of Internet users is expected to reach 180 million by the year 2000, up from an estimated 35 million in 1994....Want to know what's hot and what's not? For a sample copy of a new electronic newsletter called "Innovation," a weekly summary of innovative trends in business and technology, send e-mail message to Innovation Request @NewsScan.Com, and in the body of the message type the word subscribe.... What's happening on your campus? Contact Pat Scott, ACUTA (606) 278-3338 or e-mail pscot00@ukcc.uky.edu.

Happy New Year from the ACUTA Staff

Last year, in keeping with the spirit of the season, the ACUTA staff donated canned goods and other foods to a local charity instead of the predictable office gift exchange. This year, to build on our tradition, we did a group trek to the supermarket and purchased several bags of groceries, including a ham and all the trimmings, for a family of three children headed by a disabled father. We obtained the name of this family from the Dept. of Social Services and delivered the goods, including a small gift for each child, on the Friday before Christmas.

May 1995 be a year of plenty for you, your family, and your staff!

Position Available

Director of Telecommunications
New Mexico State University

Responsibilities: Oversight, planning & mgmt. of telecom systems, voice processing systems, & related software systems as well as installation, expansion, & maintenance of these systems. Administration of recharge systems for departmental & student phone lines, long distance service, credit cards, & cellular phones. Coordination with Computer Ctr. & PPD in design & maintenance of all voice systems.

Qualifications: B.S. in business with computing technology emphasis preferred. Min. 5 yrs. related exp., university related. Strong planning, mgmt., & interpersonal skills; skills in networking design & facility mgmt. Exp. in mgmt. of univ. telecom systems highly desirable. Knowledge of digital voice/data switches & systems operations preferred.

Salary: $37,000 minimum/DOE

To Apply: Resumé & 3 refs by January 20, 1995 to Dee Anna Briggs, VP Business & Finance, Box 30001, Dept. 3AA, Las Cruces, NM 88003-0001

Equal Opportunity/Affirmative Action Employer.

Position Available

Director of Telecommunications
Colorado State University

Responsibilities: Managing, directing, coordinating, & planning for the switched voice & voice processing systems, activities, & service needs of the institution; implementing data, LANs, & video applications; monitoring & reviewing telecommunications legislative & regulatory activities & informing the university administration when action in this arena is indicated; managing, reviewing, & evaluating Telecommunications staff; supervising contractor personnel working on specific projects for the institution.

Requirements: Min. 5 yrs progressively increasing responsibility in operation & mgmt. of a large voice switching system; exp. with switched data & video services; B.S. (prefer adv. deg.) in Telecom Mgmt., Bus. Admin., or related; demonstrated ability to manage personnel, budgets, operations, & projects; strong written & verbal communication skills; exp. with Federal & state telecom regulatory bodies.

Qualifications: Prefer exp. in higher ed community, demonstrated working knowledge of switching design & operation, traffic engineering, outside plant engineering; LANs; data & video communications; building construction design; budgeting & finan. planning, cost analysis & cost recovery methods; exp. in law & regulations as they pertain to telecom.

To Apply: Send resumé, cover letter, & names, addresses, & telephone numbers of 3 refs to: Dr. Julian Kateley, Jr., Chair, Search Committee, Academic Computing & Networking Services, Colorado State Univ., Fort Collins, CO 80523. Deadline: February 10, 1995

Equal Opportunity/Affirmative Action Employer.
Dear ACUTA Member:

As an eventful year comes to a close, I would like to share with you some thoughts about the year just past, and some very exciting plans for ACUTA in 1995.

1994 was our first full year under the new governance structure, in which your officers and Board of Directors were directly elected by the full membership. This new structure resulted from the strategic planning process initiated by the previous Board, designed to streamline our decision-making and prepare us for the rapid changes facing our industry and our institutions. Participation in the nomination and election process was enthusiastic, and I believe the newly-elected Board has governed with insight and dedication. ACUTA members should be particularly grateful to Pat Searles for her leadership during the 1993-94 administrative year.

A Member Needs Assessment survey was completed, giving the Board new direction as to the needs and desires of ACUTA members for services from their association. ACUTA's committees immediately began incorporating the results of this survey into our educational programs, publications, legislative and regulatory activities, and all of the services offered by the association.

Based on a clear direction from our members regarding the importance of ACUTA's involvement in government affairs, we took an active interest in legislative and regulatory matters. ACUTA took positions on issues such as telecommunications reform, toll fraud, 800 pay-per-call, hearing aid compatibility, and others before the Congress and the FCC.

We fulfilled 245 requests for information from our growing resource library. We also implemented a new fax broadcast service for urgent notices and timely information needed by members. On other occasions, we alerted members overnight to potential fraud and abuse, and developments they needed to know in order to protect their institutions from costly incidents.

1994 also saw a move for ACUTA's headquarters, including the purchase of an office building, resulting in lower operating expenses compared with our previous leased space.

In addition, we completed the search for a new Executive Director, and she assumed her duties on August 1. We are now making good progress on several programs that had been postponed until our new CEO was on board.

Throughout the year, our three major Seminars and the 23rd Annual Conference were very highly rated by attendees, and brought cutting-edge information and technology to ACUTA members.

These and many more activities occupied our time this year, and I hope you will agree that ACUTA effectively represented your interests as the voice of telecommunications in higher education.

As we look forward to 1995, there are many challenges facing our members, and exciting programs and services planned by ACUTA to meet these needs.

Perhaps the most challenging is implementation of electronic access to ACUTA's resources for our members, through the Internet. Our Needs Assessment survey showed that this is the most desired service by ACUTA members. This program has been under study and development for over two years, and the Board has made a commitment to fund its initial implementation from reserves in 1995. The investment required to place this system on-line will be significant, but we believe it is essential to implement this new technology to provide state-of-the-art service.

We are committed to providing Internet access to our members by July, 1995. Through the Internet, you will be able to register for ACUTA events, read the “ACUTA News” and other publications, access resource library

(over)
information, and participate in forums of members with common interests. We have made a decision not to charge a subscription or access fee for this service—it will be included in your ACUTA dues.

At the same time, we will be upgrading the 5-7 year old computer software and hardware in the Lexington office, and purchasing association management software to improve the efficiency of administration in our headquarters. The Board feels this is essential, and will lead to better use of staff time and improved member service.

Another improvement to member service planned in 1995 will be “Document on Demand,” a new service by which you will be able to request faxes of numerous ACUTA documents through a 24-hour-per-day special phone line. Copies of event brochures and registration forms, legislative and regulatory summaries, toll fraud and abuse lists, 800/900 number updates, and similar documents will be available to you at your convenience, with immediate response.

We also have a Task Force studying the development of an ACUTA journal, containing in-depth articles on a variety of management and technical subjects. And our Program Committee is studying options for new educational programs to meet your training needs for both management and staff.

Since we changed to a tiered structure two years ago, dues for institutional ACUTA members have remained unchanged. During this time, although we have made every effort to be economical in operating the association, basic costs have risen. For this reason, the Board has made a decision to increase dues slightly for the 1995-96 fiscal year, beginning October 1, 1995. We are taking action to inform our members of this change now, so that you have ample time to budget appropriately. The new dues rates will be as follows:

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The revenue that ACUTA will receive from these increases will help to cover the inflationary costs of doing business. We will continue to seek new sources of non-dues revenue and to make new programs self-supporting whenever possible.

I hope you will agree with my strong belief that, considering the value of services received, ACUTA dues are still one of the best bargains we have in operating our departments. The money I saved for CMSU as a result of only one ACUTA notice of a toll fraud scheme this fall will pay our dues for many years to come!

As the Board and Committees plan our activities for 1995 and beyond, we need your support and involvement. We welcome your comments and suggestions, and look forward to a great year of service to the higher education community.

In closing, let me offer my sincerest best wishes for a happy, healthy and successful 1995.

Sincerely,

Randal R. Collett
President