ACUTA eNews April 1995, Vol. 24, No. 4
Distance Learning:
Tomorrow's answer to today's problems?

At any moment in time, key words or phrases appear fashionable as society struggles to meet new challenges or find innovative solutions to old problems, or as technology creates and opens doors that haven’t been available before. Distance learning has been one of those buzzwords for the '90s.

What makes distance learning a hot topic?
- It utilizes exciting new technology.
- It has the potential to overcome barriers that have plagued education forever.
- It provides a cost-effective means to an end in an era that mandates cost-conscious maneuvering.

Exciting new technology
If you haven’t seen the electronic classroom in action or experienced the wonders of interactive video conferencing, you may not realize that the way we teach and learn and conduct business is changing. The generation embarking on their educational journey today—beginning with preschoolers—has been exposed to high tech excitement since the day they were born. They will not be satisfied with yesterday’s methods of teaching. They are a hands-on generation, and they will not be content with spoon-fed information. They want to experience it themselves. Vast quantities of information have become increasingly accessible, so that, as one presenter at the International Distance Learning Conference held in Washington, D.C. in March put it, the instructor must become more the “guide at the side than the sage on the stage.”

Overcoming barriers
It has long been recognized that rural areas are disadvantaged when it comes to education. Inadequate funding, inaccessible resources, and lack of communication with mainstream society have traditionally characterized rural schools.

FCC responds to ACUTA complaint

An informal complaint to the FCC by ACUTA has resulted in an admonition to Oncor Communications, Inc.

ACUTA’s original complaint, dated September 13, 1994, outlined a troubling scenario for ACUTA members. ACUTA President Randy Collett wrote: “Oncor is promoting a service whereby an individual dials their equal access code, 10658, plus 0, then a Canadian telephone number.... No ‘bong’ tone or operator intercept occurs to ask for billing information; instead, Oncor marks the call as ‘sent paid.’ Obviously, this is another of those situations wherein the subscriber and not the user will receive the $3.95-per-minute bill for calls of this type.”

Collett’s letter went on to describe the problem as having “the potential to be financially disastrous.”

In a letter from Gregory A. Weiss, Acting Chief of the Enforcement Division of the FCC’s Common Carrier Bureau, Oncor Communications, Inc. Bethesda, Maryland, has been ordered “to immediately stop allowing 10XXX0+ calls to be billed to the originating telephone, and, for such calls, to immediately implement operator intervention that will obtain billing information....”

According to the letter from the FCC to Oncor, “The Enforcement Division’s staff served

See “FCC responds...” on page 6
Board Report

ACUTA Board initiates major review and evaluation of vendor sponsorships program

The ACUTA Board established a task force to conduct a complete review and evaluation of the vendor sponsorship program. The committee will evaluate all aspects of ACUTA sponsorships with respect to industry trends, level of vendor participation, problem areas, future viability, and areas of new opportunity. The task force will present a final report of recommendations to the Board at the Annual Conference in Orlando in July.

Other items on the agenda included:
• Finalization of planning for Kansas City seminar
• 25th Anniversary Committee
• F '95-'96 budget development
• Institutional Excellence Award application deadline
• Electronic access project update
• Nomination/election policy
• Event cancellation insurance
• Local event procedure manual
• Update on selection of appointed Director-at-Large
• Committee reports

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

Association of College and University Telecommunications Administrators
ACUTA NEWS, Volume 24, No. 4

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President’s Message

As I write my column this month, spring has come early to the Midwest. We’ve enjoyed a week of 60–70 degree temperatures, and the usual spring processes of budding trees and blooming flowers are well underway. It’s hard to believe that the Kansas City seminar is upon us, signaling that my term is nearly three-fourths complete.

One of the more interesting things that has occurred lately is the response of the FCC to an informal complaint ACUTA filed last fall in connection with some questionable long distance service providers. You will find an article about our complaint and the FCC’s response beginning on page one of this newsletter.

The thing that’s been interesting is all the media calls I’ve fielded since the FCC response. Apparently, all the folks who monitor FCC activity are now writing articles about whether or not (or how) this ties to the pay-per-call industry that we’re all so intimately familiar with.

More and more, I’m afraid, there is a growing sense that the more unseemly providers are continually one step ahead of us. Lately, conversations with some of you support the point I’ve made with the industry press, that just as we get one hole in the dike plugged up, another one takes its place.

That’s why affiliation with an organization like ACUTA is so very important. With all the demands on our time these days, I simply don’t believe that there is any way to know EVERY detail about EVERY piece of the telecommunications industry as it applies to higher education. But, if we collectively pool all the pieces of knowledge and experiences of our members, then we’re truly realizing the benefits of our group affiliation.

Sure, there are always issues of timeliness, but since we work in a technology-based field, we should be able to overcome the problems of time and distance. Hopefully, you’ve noticed ACUTA’s reliance on broadcast faxes lately. We’ve found this to be an economic way to communicate important issues quickly. In the very near future, we’ll be utilizing the broadcast fax ONLY to augment our new electronic access which we anticipate having available this summer.

No matter how good our systems become, however, we will still rely on information from our members to drive our behavior. If you discover something new (either positive or negative) why not take the time to call the Lexington office and “file a report.” The Association will be better informed because of your efforts; you might save someone else a severe case of heartburn; and you’ll immediately become an information source for other “needy” members.

Isn’t that what we’re supposed to be about?

See ya’ next month... but until then, I’m “Goin’ to Kansas City.”

24th Annual Conference
July 16–20, 1995
Stouffer Resort
Orlando, Florida

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Awards • Annual Banquet

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Univ. of Delaware, Univ. of Colorado win awards

**Univ. of Delaware wins CAUSE Award**
The University of Delaware was presented the 1994 CAUSE Award for Excellence in Campus Networking at the association’s conference in December. According to the selection committee, the University of Delaware has implemented a network strategy that has successfully embedded information resources into the campus culture. ACUTA member institutions receiving honorable mention awards were Loyola College in Maryland, The Pennsylvania State Univ., Stanford Univ., and the Univ. of Alberta.

**Univ. of Colorado wins DEFINTITY™ Award**
The Global and National DEFINTITY Users Groups presented the 1994 Excellence Award to the University of Colorado at Boulder at the Fall Conference in Orlando, Florida. Accepting the award for the university was the Director of Business Services, Jeffrey Lipton, and Director of Telecommunications, Dennis Maloney, who submitted the winning entry.

Nominated projects were judged on the following criteria: leadership and planning; employee development and improvement; information, analysis, and quality results; customer focus and satisfaction.

The award was developed by the Management Education Committee to recognize member companies’ visionary approach to Total Quality in the telecomm business applications process. This award will assist in raising awareness that quality telecommunication business applications are more than just providing dial tone.

*For more information about the DEFINTITY Users Groups contact Melody Clave at (713) 226-1488.*

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**BICSI announces Installer’s Registration Program**

Plans to develop a program designed to evaluate and register an individual’s telecommunications installation knowledge has been announced by BICSI’s Board of Directors.

The installer’s registration program will attempt to address the growing complexities of low-voltage installation and the critical part installation plays in the total system performance. The installer’s registration program will be a separate and distinct credential modeled after the RCDD designation. Unlike the RCDD, however, the installer’s registration program will not require membership in BICSI in order to participate.

*For more information, contact Jay Warmke, Executive Director, BICSI, (800) 242-7405.*

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**New Distance Ed Centers announced**

The Teletraining Institute, Bell Canada, and George Brown College announced recently their joint venture to develop and operate the Bell Canada Center for Distance Education. The center will be housed at George Brown College in Toronto, Ontario, and will open for classes in May.

While distance learning as a concept is not new, a Canadian educational model for distance learning and distance training has not been available. “The desire and technology are in place for distance learning,” said Josee Goulet, Bell Canada Vice President. “The education model was the last link missing. When this is added, it will enable students and instructors alike to fully exploit the potential of the new classroom.”

In Austin, Texas, VTEL recently unveiled its Learning Center of the Future as part of its continued focus on distance learning and corporate training applications. The purpose of the new center is to provide a distance learning showcase and to create a living multimedia laboratory that can be used for testing new tools and gaining user feedback on product design and development. The Learning Center features such tools as the Instructor Tracking Camera, Student Response Terminals, Electronic Whiteboard, Touchscreen Graphical Interface, and Student Push-to-talk Microphones.

*For more information about the Canadian project, contact Jeff Davis at Teletraining Institute (800) 755-2356. George Brown College’s ACUTA rep is Andrew Stock. For more information about VTEL’s Learning Center, contact Britt Nelson (512) 314-2859.*

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**New codes for United Kingdom**

As of April 16, most numbers in the United Kingdom will require an additional “1” in the dialing code, directly after “44” (U.K. country code). North American callers to London will dial “011-44-171” in front of the local number, instead of the current “011-44-71.” (In the U.S., 011 is the international access code; 44 is the U.K. country code, and 71 is the London area code.) All city codes, not just London, will have the number “1” added.

Also, five British cities will be given completely new area codes: Leeds 532 changes to 113; Sheffield 742 becomes 114; Nottingham 602 will be 115; Leicester 533 changes to 116; Bristol 272 becomes 117.

The international access code from the U.K. will change from 010 to 00, like the other changes, on April 16, 1995. In the U.S., call 1-800-634-2485 for more information.
Issues: Toll Fraud...Personal Privacy...Telecom Bill...BPP

Toll fraud continues to grow. *Telecom & Network Security Review* (March, 1995) has some interesting projections of toll fraud for '95. They expect it to total about $3.375 billion from all sources. They include what is stolen as well as what it costs the various segments of the industry to deal with fraud, breaking it down in millions of dollars:

Customer Premise Equipment Items ...... Amt In millions
Stolen long distance ........................................ $1,300
Fraudulent 800 charges ...................................... 235
Victim management/staff time ............................. 30
Victim consultant/attorney fees ................................ 15
Carrier & vendor management & staff .................. 35
Carrier & vendor consultants & attorney fees ............ 10
Industry Items
Cellular phone .................................................. 400
Credit cards ..................................................... 450
COCOTs ........................................................... 90
Subscription fraud ............................................. 450
Call forwarding .................................................. 70
Hits to carrier switches & networks ......................... 190
Prison fraud ....................................................... 100
Total .................................................................. $3,375,000,000

Keeping in mind who really pays the bill on all of this fraud, ACUTA members need to do everything possible to locate and prosecute everyone who participates in fraudulent use of the telephone network, including students and even staff.

The issue of **Personal Privacy vs. Employer Rights** continues to be a touchy one. The March 6 issue of 411 tells of yet another law suit wherein the U.S. Chamber of Commerce is involved on the side of the employer who fired an employee as a result of his misuse of voice mail that the company was monitoring. The overall issue of employee privacy vs. the company's right to monitor involves e-mail, voice mail, and all that one does while using company time, equipment, and resources. ACUTA members should make sure that their institution is prepared to deal with this issue. Three suggestions 411 makes are:

1. **Formulate a policy**  Be sure the University has an established and fully approved written policy explaining how and when monitoring will be done and how information will be used in performance evaluation.

2. **Inform applicants**  Tell all potential employees of the policy and how it works so they can use the information as they determine whether they take the job or not.

3. **Inform employees**  Have all new employees sign a form indicating that they have read and understand the policy.

A fourth item should include procedures for advising current employees of the policy and obtaining signed statements indicating their awareness and understanding.

The new telecom reform bill is making its way through the legislative process under the watchful eyes of many people and entities who feel their entire future is at stake. The National Association of Regulatory Utility Commissions seems to like the language they have seen as it is less inclined to preempt states. Senator Dole and others would like to see the regional holding companies and the interexchange carriers get together and agree on language to be used in the bill. Sen. Dole is quoted as saying, "If you're unwilling to resolve it, we're going to resolve it for you. It seems to me it's in your interest to resolve it yourselves."

(*Telecommunications Reports* 3/13). This will continue to be a hot item to follow for the next few months.

**Billed Party Preference** is still before the FCC. A broad-based coalition of local exchange carriers, IXC's, competitive access providers, and operator service providers have proposed to the FCC for consideration a "rate ceiling plan" as an alternate to BPP. They maintain that this new plan would cost much less and be easier to implement for all concerned. The rate caps proposed ranged upward from $3.75 for a one-minute collect, calling-card, or third-party call to $4.75 for a one-minute person-to-person call. These companies also want the FCC to ensure that the LECs are permitted to recover their costs (411, 3/20 and TR, 3/13)

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**Are you ready for Area Code changes?**

Here are the states that will soon experience changes in their area codes, and the effective dates. Don't forget to re-program all your phones—including your cellular phones.

- Illinois .......... 708 ... 630 ... O ...... Jan. 7
- Alabama .......... 205 ... 334 ... S ...... Jan 15
- Washington ....... 206 ... 360 ... S ...... Jan. 15
- Florida .......... 305 ... 954 ... O ...... Mar. 1
- Texas ........... 713 ... 281 ... O ...... Mar. 1
- Arizona .......... 602 ... 520 ... S ...... Mar. 19
- Colorado ...... 303 ... 970 ... S ...... Apr. 2
- Florida .......... 813 ... 941 ... S ...... Apr. 2
- Virginia .......... 703 ... 540 ... S ...... July 15
- California ...... 310 ... 562 ... O ...... Sept. 2
- Tennessee ...... 615 ... 423 ... S ...... Sept. 11
- Bermuda .......... 809 ... 441 ... S ...... Oct. 1
- S. Carolina ...... 803 ... 864 ... S ...... Dec. 3
- Georgia .......... 404 ... 770 ... S ...... 4Q95
- Connecticut ...... 203 ... 860 ... S ...... 4Q95

O=Overlay  S=Split
Distance learning...

Continued from page 1

forcing those who live in remote areas to choose between a first class education and the lifestyle they prefer. With technology that exists today, and certainly with the refinements that will come in the months ahead, the best resources will be available to everyone, whether they live in Atlanta, Georgia, or Atlanta, Idaho.

Cost-effective education

Another fashionable phrase appearing in the media today is life-long learning. Sources predict that those entering the workforce today will likely change careers five or more times during their lifetime. Graduation will no longer signal the end of our education. Since few of us who work to earn a living can afford to quit our job and pay tuition several times during our working years, it stands to reason that cost and convenience factors will force efficiency in delivery systems. With economic systems world wide struggling to remain solvent, government, industry, and education will have to learn to be partners more than ever before.

So what conclusions should we draw, and what is the impact of this for the telecommunications administrator on college and university campuses? Distance education technology has the power to radically restructure our educational system. Has your campus investigated how to expand its programs to reach more people and how to reach those it already serves more efficiently with distance ed technology? Are you with the movers and shakers, or will you just get moved and shook? Tomorrow’s campus will not be limited to brick and mortar on a few acres of ground.

Editor’s note: It was my privilege to attend the International Distance Learning Conference March 22–25. The message there to representatives from government, higher education, K–12, and industry was “Build or get built over.” We seem to be witnessing the advent of a new age in education, where such unlikely partners as imagination and expediency may result in the achievement of excellence. A rare opportunity seems to exist for the telecom administrator who wants to assume the role of innovator and technology leader.

FCC responds...

Continued from page 1

ACUTA’s letter on Oncor. Your company responded on November 16, 1994 and did not dispute the availability of the calling sequence that Mr. Collett described… Oncor’s response states that this access method ‘is designed for direct dialed calls by residential subscribers.’ The letter, however, does not address the concern raised by Mr. Collett regarding calls from aggregator locations, other than an offer by Oncor to block calls at the subscriber’s request.

For the reasons set forth below, we conclude that Oncor’s procedure for handling 10XXX0+ calls is inconsistent with the Commission’s rules and policies regarding operator services and toll fraud.”

After reviewing the procedure and rationale behind the ruling, the letter continued: “By using a non-industry standard for handling 10XXX0+ calls, however, Oncor has thwarted the Commission’s efforts to unblock 10XX access in a way that is readily understandable and fair to both consumers and aggregators.

“The provision of 106580+ without operator interception, with the cost of the call billed to the originating number, is an invitation to toll fraud from aggregator locations…It is not sufficient for Oncor to offer to block 10XXX0+ calls from individual aggregator locations at the request of the aggregator. The obligation on Oncor in the first instance is to comply with the Commission’s efforts to prevent toll fraud by taking reasonable preventive steps before the fraudulent calls are made. In this case, that obligation is not to bill 10XXX0+ calls using ANI. It is an unreasonable practice to require all aggregators to conform to Oncor’s nonstandard access arrangement, with blocking of that access available only on request.”

Oncor was ordered to respond within five days of the date of the letter (March 6) confirming their compliance with the requirement. ACUTA members should watch the ACUTA News for further developments related to this and other regulatory issues.

Alternatives...

Continued from page 7

- Is PBX/Centrex programming necessary to access your service?
- Do I dial a local, 1+, 800, or 700 number to access your service? Do I pay for call transport?
- Do I need dedicated lines to access your service?
- Are volume discounts available, or call minimums required?
- Do you block automatic call completion options?
Directory assistance alternatives

Denise Giordano
Giordano Associates

College and university telecom administrators are highly skilled at dissecting phone bills and utilizing least-cost routing features to achieve the lowest possible cost per minute. So why should it be any different when considering directory assistance calls?

In fact, there should be no difference. Choices do exist. Several companies have devised methods of reducing those necessary—but costly—calls. These companies fall into two basic categories: Local Exchange Carriers (LECs), who have always provided this service, and resellers, who utilize the LEC’s database and other databases.

When analyzing a savings route, the most important decision to make is whether or not you want to handle the directory assistance calls in-house or outsource the responsibility of call termination and billing to an outside carrier.

In-house: Regional Bell Operating Companies (RBOCs) usually offer subscriptions to their online databases. NYNEX is an example of how RBOCs function. The NYNEX White Pages is a listing of individuals, companies, and organizations; a database that is updated nightly. The user (your campus operator) dials in and is allowed access once the University’s ID number is confirmed by the system. Your operator inputs the area code, last name, first initial, and town, and then, depending on how many matches there are for this query, a list of 1–12 or more appears on the screen. (If there are more than 12, they will appear on the next screen.)

To plug into this database there is a one-time charge of $3,000–$5,000 which entitles the subscriber to access only those calls in the NYNEX jurisdiction. Additional hook-ups by other RBOCs are approximately $2,600 per company. There is also a per-minute charge of $0.33, and a screen charge, federally tariffed at $0.1412 in New York. Finally, for each additional 12 matches returned, there is a charge of $0.20. This service is cost effective only in the case where an immense amount of directory assistance traffic is generated each month.

Your in-house operator staff may need to be increased to handle the directory assistance workload, as your in-house operators must receive the request from the user, query the NYNEX database, and deliver a return answer. Finally, each RBOC provides the white pages listing only for their area. When considering this for nationwide service, it can become very expensive.

For the entire United States directory information, AT&T provides a service called AT&T Find America®, available as a database of local telephone companies, such as NYNEX’s, and a national compilation of white pages listings (updated once per quarter). Pricing for AT&T Find America is based on several components. There’s a screen charge of 22¢–50¢ per screen (a screen may contain up to 10 listings), and a charge based on the method of accessing their database. The first access option would be an 800 number, for which you are charged on a per-transaction basis.

The second access option would be to dial a local number. In this case, you incur the local telco cost to dial the packet network. Your ID and password cost $100 and, depending on your present system, software upgrades may be necessary. Discounts are available based on tiered volume levels.

Outsourced: A number of options are available for outsourcing. One is to use the default service provided by your local exchange carrier. The other is to arrange service with a reseller. There are two general categories of directory assistance resellers: centralized and decentralized. Centralized resellers employ their own operators to access the RBOCs and other directories for directory assistance requests. Your callers dial into the resellers’s call center to access their on-line operators. This number may be programmed into the routing table in your PBX or Centrex service. The directory call becomes transparent to users as they still dial (NPA) 555-1212. The reseller’s operator first attempts to fulfill the request by accessing their own compiled database. If the number is not found there, the operator queries the appropriate RBOC’s white pages. Charges are usually set at 50¢–60¢ per long distance request regardless of where the information is supplied from. In addition to this per-call fee, you pay for the call to be transported to the reseller’s call center. Call completion time is about 30–36 seconds.

Decentralized resellers typically do not employ their own operators. They utilize a 700-number calling sequence that brings the directory assistance call directly to their network. The caller dials the regular directory assistance call sequence (NPA) 555-1212. The PBX or Centrex system then converts the call into (700) NPA-1212. The reseller routes the call through their own network to terminate in the RBOC office of the NPA dialed. The caller’s request is then handled by a RBOC operator. Charges are usually set at 50¢–60¢ per long distance request. There is no extra fee for getting the call to the reseller’s network. Regardless of the provider chosen, it is important that the automatic call completion option be blocked, so that charges are incurred only for the directory assistance request.

Has the time come for you to seek reduced costs on directory assistance calls? Here are some questions to ask potential vendors:

See “Alternatives...” on page 6
Welcome New Members

Feb. 23—March 28, 1995

Institutional Members

- DePaul University, Chicago, IL. Nancy Levine, ph. (312) 362-8080; Tier 4
- Massachusetts College of Art, Boston, MA. Laura Chmielecki, ph. (617) 232-1555; Tier 1
- Olivet Nazarene University, Kankakee, IL. Keith O’Dell, ph. (815) 935-7229; Tier 1

Corporate Affiliate

Bronze Level

- Tw Corcom, Farmingdale, NY. Ron Martyn, ph. (516) 753-0900

Directory Updates

The ‘94—’95 ACUTA Directory was mailed to all members in February. Since then, a number of additions and corrections have been identified. We apologize for any inconvenience, and urge you to check your own listing for accuracy. Please make the following corrections:

- Page 45: Add Univ. of Lethbridge, Russell Wilton (403) 329-2525 under Alberta, Canada.
- Add an asterisk for the following primary reps:
  - SUNY/Genesee *Robert Freiburger
  - Stetson Univ. *Stephen F. Austin State *Mark Henry
  - Univ. of Kansas *Herbert Bradshaw
  - Univ. of Kentucky *Jan Weller
  - Univ. of LaVerne *Sheila DeGraw
  - Univ. of Lethbridge *Russell Wilton
  - Univ. of Rhode Island *Richard Miller
  - Univ. of Utah *Daniel Patterson
- Pgs. 30, 39: Change the prefix for Univ. of Missouri/St. Louis from 553 to 516. This also affects listings for Kansas/Boyer, p. 56; James Krueger, p. 83; Jerrold Siegel, p. 106; and Lawrence Westermeyer, p. 116.
- Pg. 38: Add Wheaton College, Margaret Evans, 508/286-3401 to Massachusetts listing. On p. 33, there should be two Wheaton Colleges. One is in Massachusetts, one in Illinois.
- Pgs. 22, 65: William Gorrell is incorrectly identified as William Gorrell Dietz.
- Pgs. 23, 36: Delete Keith Somers for Loyola Univ./Chicago. Primary rep is Pamela Chouinard.
- Pgs. 27, 50: Cindy Addison’s new title is Telecom Coordinator. New phone is 703/964-7540.
- Pgs. 33, 90: Replace Robert DeVaughn at Winston-Salem State Univ. with Melvin McLaughlin, Dir. of Telecom, P. O. Box 13085, Winston-Salem, NC 27110. Ph. 910/750-2950; fax 910/750-2953.
- Pgs. 20, 118: Replace Louis Tremante at College of St. Catherine with Monty L. Young.
- Pgs. 18, 35, 107, 113: Replace Julia Smith at Barry University with Freddy Ulloa, Assoc. Vice Pres. for Facilities Mgmt.
- Pgs. 26, 39, 56, 99: For Josephine Bouhasin and Ron Pointer at St. Louis Univ., change 658 prefix in phone and fax numbers to 977.
- Pgs. 25, 96: Change David Pacheco to Victor Pacheco at New Mexico State Univ.
- Pgs. 22, 61: Replace Doris Rollins with Carolyn Combs, Mason Mail Administrator, George Mason Univ., 4400 Univ. Dr., MS2B5, 207 Thompson Hall, Fairfax, VA 22030. Ph. 703-993-3500, fax 703/993-3541. E-mail: ccombs@gmu.edu.
- Pg. 88: Denise Makell has a new title, Asst. Dir. of Info. Svcs. for Telecom. Add e-mail address also: dmakell@moa.morgan.edu.
- Pg. 74: New title and e-mail for William Hamilton, Director, Technical Support Services, hamilton@zach.fit.edu.
- Pg. 107: New title, fax, and e-mail for Ron Smith, Data Communication Specialist, 215/968-8110, smithr@bucks.edu.
- Pgs. 32, 45: Remove Dave Reilly for Univ. of Wyoming. New voting rep is Dave Haas, Assoc. Director, Div. of Info. Tech., Telecom Svcs., 407 Old Main, Box 3314, Laramie, WY 82071-3314.
- Pg. 96: Add e-mail address for Patrick Orell orell_p@ogi.name.cc.nu.us.
- Pgs. 17, 108: Jeanne Spinosa’s name is misspelled in the Marketing Committee list. Add e-mail address: spinosa@salve3.salve.edu.
- Pgs. 19, 34, 60: Add Ivalee M. Clark, California State Univ., San Marcos, CA 92096-0001. Ph. 619/750-4520, fax 619/750-3012. E-mail: ivalee_clark@csusm.edu.

Don’t dial that number

Jeanne Jansensius, University of the South, says she was billed for another number you may want to add to your list: 800/444-7883.
If you don’t have the list we compiled from your input of 800 numbers you might want to block, call Shannon at 606/278-3338. (The list has not changed substantially in the past three months, so you may not need an update.)
University of Colorado/Boulder coordinates community network

Seven months from its launch date, the Boulder Community Network (BCN) is an increasingly diverse electronic web of information based on a county-wide cooperative effort involving educational, civic, nonprofit, and corporate entities. Coordinated by staff at the University of Colorado at Boulder, BCN covers topics ranging from social services to lifelong learning opportunities, school district and university information, medical information, road conditions, library catalogs, and corporate facts. Under development is a comprehensive senior citizen site: newsletter archives, discussion groups, and pointers to World Wide Web sites of interest. Access kiosks are on the University campus and at local libraries, with special training for low-income and senior citizens. Several campus departments are using the BCN to examine issues pertaining to computer-mediated communications. BCN is on WWW at http://bcn.boulder.co.us. Contact: coordinator@bcn.boulder.co.us

ACUTA rep at UC/Boulder is Jeffrey Lipton.

Virginia Commonwealth networking residence halls

Virginia Commonwealth University is extending its data network to residence halls on both campuses. In a pilot program this spring, each of the 28 rooms in the honors wing of Rhodes Hall will be equipped with two Ethernet, two video, and two telephone connections. Connection of the remaining residence halls will follow this model. Students will then have easier access to their new electronic newsgroup, AArdvark, an unmoderated forum for VCU faculty, staff, and students. Source: VCU Academic Campus Computing Services Connections, January 1995

VCU's ACUTA rep is Robin Reed.

Telecom links College of DuPage to suburban locations

The College of DuPage has signed a $3.1-million contract with Ameritech to provide a telecommunications network between its main campus and satellite locations in west suburban Chicago. The system—including video, data, and voice communications—will enable students in outlying areas to participate in educational programs originating at the Glen Ellyn campus. The network will have the capacity to link 69 other facilities in the future.

ACUTA rep at DuPage is Ray Van Alstine.

University of Maine System developing distributed SIS

Computing & Data Processing Services staff at the University of Maine System are developing a NATURAL-based client/server application to give students access to term grades and schedules, academic program profiles, address information, academic and transfer histories. The same client/server middleware supports both interactive voice response and personal computer platforms, with security based on PIN numbers. The application, which runs on DOS/Windows or WIN/OS2 with a Mac version scheduled for next summer, will be widely available this spring. In the implementation stage are course registration and credit card payment. Contact: gary@mail.caps.maine.edu.

Univ. of Maine ACUTA reps are David Beaulieu (Augusta) and Gary Corbett (Orono).

West Virginia network gets grant to expand telecomputing

The West Virginia Network for Educational Telecomputing (WVNET) has received a two-year "Connections to the NSFNET" grant to expand its high-speed, wide-area computer networks and thereby provide increased dial-up access for the 16 public colleges and universities in West Virginia. The network also provides much-needed access in rural areas to health care networks, libraries, and other community-based needs. Many users are non-traditional students who commute to campus or attend off-campus centers. In announcing the grant NSF commended WVNET for developing an innovative approach to providing cost-effective, statewide Internet access.
Information have-nots will have computers

According to Investor's Business Daily (3/10/95) the Clinton administration has announced a new program giving low-income households, minorities, and Americans living in rural areas access to computers and training on how to use them. The program, to be run by the Commerce and Agriculture departments, will establish centers around the country for computer access, and will encourage everyone to purchase computers. They quote Commerce Secretary Ron Brown saying, "If we do not act, the next generation of American workers may divide between those who have used computers — at home and at school — for their entire lives, and those for whom merely logging on is an arcane and intimidating ritual." The administration hopes to preclude creating a workforce split between "those with vast opportunities for well-paying jobs, and those without."

Virtual cocktail party

What do you do when you want to go to a party but you don't want to get dressed up? Get online and send your avatar. WorldsAway, a totally graphical chat environment from Fujitsu Cultural Technologies and CompuServe, will allow animated "avatars" to interact in a virtual cocktail party. (Webster defines an avatar as "an incarnation in human form." Each participant controls his or her avatar, making it walk across the room, sit down, etc. Conversation is depicted cartoon-style in a balloon over the avatar’s head. Characters can move, examine, exchange, and sell objects online using tokens, and can even invite other characters to their own private residences for some one-on-one chat time. The service will be widely available next fall, but initial trials have already started.

Visa to offer "electronic purses"

The New York Times (3/21/95) reports that later this year Visa will offer a card with an embedded microchip that will work as a cash equivalent at vending machines. The card will have enough memory to allow access to several bank accounts and investment portfolios, and will eventually accommodate space for grocery stores and other businesses. Customers will be able to buy these "electronic purse" cards at set values (e.g., $25, $50, $100) and add value to the cards from their bank accounts at an ATM machine or other device. The first large-scale introduction of the new cards will take place during the 1996 Summer Olympics in Atlanta, where there will be 5,000 devices equipped to accept them.

Carnegie Mellon Freshmen show high level of computer ownership

Last fall Carnegie Mellon University's Computing Services conducted an e-mail survey of the 1,148 freshmen to learn about their level of computer ownership. Of the 934 (82 percent) who replied, 42 percent reported bringing a computer with them to campus. Another 16 percent had bought one since arriving on campus or planned a purchase during the fall semester; only 16 percent did not plan to buy a computer while at the University. Twenty-nine percent brought DOS/Windows machines, and about 21 percent brought or are estimated to have purchased Macintoshes. Note: 75 percent of the responses came in within nine hours of the survey message. Source: CMU Cursor, Jan/Feb 1995

Innovation on the Net

Innovation, written by John Gehl and Suzanne Douglas (the same folks who write Edupage, an electronic education-oriented news service to which ACUTA subscribes), is a once-a-week electronic news summary of trends, strategies and innovations in business and technology. It's aimed at executives, managers, and information management professionals, and "the annual subscription fee (US$15) is small enough that most IS professionals will get good value from Innovation," says INFOSYS editor Dennis Viehland. For a trial subscription, type the word "subscribe" in a message to innovation-request@newsscan.com.

CPB on the World Wide Web

The Corporation for Public Broadcasting recently announced the launch of a multimedia public broadcasting, information, and education center located on the World Wide Web of the Internet.

The creation of the CPB homepage is part of the Corporation's efforts to help public broadcasting stations evolve as public telecommunication centers and educational resources in their communities. Among other information available are a monthly newsletter and information on recent multimedia initiatives for math, science, and higher education.

CPB's HOMEPAGE may be accessed through a Web server (http://www.cpb.org), gopher server (gopher:cpb.org), or anonymous ftp (ftp://ftp.cpb.org/pub).
One of the most interesting aspects of serving as your Executive Director is the opportunity to attend meetings of sister associations in the telecommunications and education fields. ACUTA actively participates in the Council of Higher Education Management Associations (CHEMA), whose members are the associations representing all of the major administrative departments on college campuses. We are also active members of the Telecommunications Associations Council (TAC), comprising major regional, national, and international telecommunications associations.

With both of these organizations, we exchange information on legislative and regulatory issues, educational programming for our members, member services, technology, and association management. ACUTA's President, President-Elect, and Executive Director regularly bring back reports from meetings of these organizations, and make recommendations to our Board on cooperative efforts.

While there are many benefits to ACUTA from this liaison, it does have the effect of requiring attendance at a lot of conferences each year. After listening to numerous keynote speakers, one of my criteria for judging their effectiveness is whether their main points are still with me after the long plane ride home!

In late March, I had the opportunity to listen to one such speaker whose points were so thought-provoking that I just had to share them with you.

The speaker was Tom Houlihan, education advisor to the Governor of North Carolina. According to his bio, he is the first educator to hold a cabinet-level position in the North Carolina state government. The subject was technology and education.

Tom opened his presentation by comparing 1995 with 1865:

130 years ago, if you had a dental problem, you would go to the local barber shop. The barber/dentist might give you a shot of whiskey to deaden the pain, and would then use his crude, unsterilized instruments to yank out the offending tooth. Think of how the delivery of dental services has changed since then.

130 years ago, if you were sick, you might see a physician. After diagnosing what ailed you, he would likely apply leeches to suck out the bad blood that was causing your illness. If the treatment was unsuccessful and you eventually died from your illness, it was generally accepted that you were at fault anyway, and you might even be possessed. Just think of how the delivery of medical services has progressed since then.

130 years ago, if you wanted a high school or college education, you would go to a school or university. You would sit in an uncomfortable chair in a room with 30-45 students and one instructor, who would lecture to the students and assign reading. The students would furiously take notes using pencil and paper. In order to measure learning, students would be required to complete paper or oral tests essentially spouting back information they had memorized from the lecture or book. How much has the delivery of education progressed in 130 years?

I think we might agree that the answer is “not much,” but that the technology already exists for tremendous advances if it were made available, accessible, and user-friendly for educators and students. The telecommunications department on campus can be the catalyst to help the delivery of education move into the 21st century, particularly in the area of distance learning. Whether distance learning is accomplished through broadcast video, desktop video and PCs, or other means, the telecomm department plays an integral role in its success.

Through your expertise in telecommunications, and your relationships with vendors, your department can facilitate partnerships between schools, private industry, and government to implement new teaching and learning tools. Through your efforts, students can have access to information and experiences they may otherwise have been denied, and they will be better prepared to function in the technology-rich society of the near future. Definitely an ambitious, but worthy, goal!
Editor's Notes...

I've said it before, but it bears repeating: You can no longer stand still against the tide of technology. You will be swept away. About 10 years ago I got my first Mac (one of THE first). A friendly little computer, it smiled at me when I turned it on, and I've been hooked ever since. But look at it now—the smile is still there, but the Mac has really grown up. And the friendly interface forever changed the way computers help us do our work. The scary part is I know I have to work for another 20 years in order to meet my obligations (longer if we really drain the Social Security system the way it seems we will), and if I stop and think about it, I'm petrified by the exponentiality of the pace of change. Just as the job I do now was not possible ten years ago, I know the job I'll be doing ten years from now may not exist today. At my age I have to learn a whole new career? In addition to being a grandmother?

I say all that to say this: It seems to me that telecommunications is one of the best fields to be in if you're trying to position yourself for growth into the workplace of tomorrow. If telecom were my field, I would be taking advantage of every opportunity to learn all the innovative, forward-looking technologies I could so that I became increasingly valuable to my employer. The tide is rising, and anyone who folds his arms and ignores the Internet, distance learning, CTI, IVR...is going to be swept away by the flood of change. Thank goodness for associations—like ACUTA—that supply us with the oars...Call me with anything interesting. Where are those campus newsletters?? Pat Scott, (606) 278-3338; e-mail psicot00@ukcc.uky.edu.

Position Available

Network Engineer
Southern Methodist University

Responsibilities: Provide expertise in design & support of campus TCP/IP backbone network. Requires exp. in LAN design & implementation utilizing intelligent hubs, bridges, & routers; TCP/IP devices utilizing that protocol suite, protocol analysis & routing, including comprehension of Phase 2 Appletalk, IPX/SPX & Bindery functions; good interpersonal communications skills. Experience should include RMON, Internet, 10baseT, 10BaseFL, modems, async communications, LAN analysis, "sniffer" or similar tools, DNS, SMTP, SNMP version 2, NFS, PPP, & ARA. Basic understanding of 100BaseVG, FDDI, ATM, & MHS also needed.

Qualifications: Must minimally possess a B.S. in Computer Science, Engineering, or related discipline, or demonstrably equivalent experience. Requires minimum of five years professional experience, with at least three including direct network involvement in an ethernet topology & two including DNS administration.

To apply: Submit cover letter, resume & salary history to Network Engineer Search, SMU, Box 750232, Dallas, TX 75275-0232.

Can you help?

Wake Forest University is getting ready to roll out voice mail to the students. Buck Bayliff would be interested in hearing from others who have been through the ropes and can share the gochas that may be lurking. Call Buck at (910) 759-5932 or e-mail bayliff@wu.edu.

Illinois State Univ. is looking for others who have outsourced/privatized any of the following campus departments: Student Affairs, Counseling Center, Placement, Career Services, Health Services, or other areas under the Student Affairs umbrella. Send info by mail or fax to: Robert Navarro, Assistant Director, 2600 Office of Residential Life, Illinois State Univ., Normal, IL 61790-2600, Fax (309) 438-8866. Or call (309) 438-8878

Congrats to Patricia H. Todus at Northwestern Univ. In addition to her role as President of Northwestern Technologies Group, she has been named Associate Vice President for Information Systems and Technology at Northwestern.